Lincolnshire
COUNTY COUNCIL
Working for a better future

Open Report on behalf of Judith Hetherington Smith (Chief Information and Commissioning Officer)	
Report to:	**Value for Money Scrutiny Committee**
Date:	**26 January 2016**
Subject:	**Contract Performance**

Summary:

The service delivery as measured in contract KPIs has been relatively stable from September to November with some small areas of improvement. There has however been significant improvement in areas not readily measured by these KPIs including dealing with backlogs of payments of invoices and a substantial part of the payroll backlogs. There is still much to be done to achieve an acceptable level of service but improvements have been made and there is strong commitment to achieving the right outcomes.

Actions Required:

The Committee is asked to note the contents of this report.

1. **Background**

The Value for Money Scrutiny Committee received the first contract performance report for the Council's contract with Serco at its November meeting. This report is to provide an update of the contract performance information to enable the Value for Money Scrutiny Committee to fulfil their role in scrutinising performance of one of the Council's key contracts.

2. **Performance**

Appendix A to the report provides the KPI results for the period April to November, December's figures are currently being prepared.

The contract has target service levels (TSL) and minimum service levels (MSL), when the contract was agreed it was anticipated that the minimum service levels

should be capable of being met and the target service levels should be capable of being reached but may need service improvement to achieve this. Where the colour shows as green the target service level has been achieved and amber shows that the minimum service level has been achieved. Red shows that the minimum has not been achieved. The blue colour indicates a "glide" period; this means that a dependency outside of Serco's control e.g. implementation of Mosaic; it is not yet appropriate to expect the agreed targets be fully met. The performance is shown by service area.

3.   People Management

The KPI results for people management remain similar to the previous report. PM-KPI-06 was measured in November and it is pleasing to note there were zero errors. PM-KPI-08 is currently unable to achieve a satisfactory measure as very few managers are providing feedback.

4.   IMT

The results for IMT have remained largely similar to the September position with IMT-KPI-09 and IMT-KPI-11 remaining to be evidenced appropriately. It should be noted that the KPIs are end-user focussed and, as a result, the IMT service area shows a steady improvement overall and user satisfaction to issues and requests remains high.

The major issues continue to be related to the delivery of new technology change projects, remedial technology transformation projects which are yet to be completed and the delivery of back-office IT services which are mainly preventative and are not seen by end-users.

5.   CSC

The results for the CSC remain have shown some improvement and even the CSC-KPI-09, the only KPI not reaching a satisfactory level in November, is showing improved results.

6.   Adult Care Finance

The results for Adult Care Finance are showing some improvements with the exception of AC-KPI-06.

7.   Financial Administration

There is no improvement in these KPIs, as with AC-KPI-06 above the issues are linked with process and system improvements that will be undertaken as part of the transformation plan referred to in paragraph 8 below.

8.   Monitoring progress

At the November meeting Members asked if there is any other information that could be reported to assist in monitoring progress. At this time Serco are preparing revised plans for the completion of transformation projects; once these are available the Committee may wish to monitor the key milestones in addition to the

KPIs. This planning activity includes Serco working closely with the Council's Finance team to plan the year end activity that both organisations need to complete. This joint year end activity is underway with both teams already working well together.

9. Conclusion

The service delivery as measured in contract KPIs has been relatively stable from September to November with some small areas of improvement. There has however been significant improvement in areas not readily measured by these KPIs including dealing with backlogs of payments of invoices and a substantial part of the payroll backlogs. There is still much to be done to achieve an acceptable level of service but improvements have been made and there is strong commitment to achieving the right outcomes.

10. Appendices

These are listed below and attached at the back of the report	
Appendix A	Serco KPI Performance April to November 2015

11. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Judith Hetherington Smith who can be contacted on 01522 553603 or at Judith.hetheingtonsmith@lincolnshire.gov.uk.

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