

WELWYN HATFIELD COUNCIL
RESOURCES OVERVIEW AND SCRUTINY COMMITTEE – 22 FEBRUARY 2016
REPORT OF THE DIRECTOR (FINANCE AND OPERATIONS)

SOPRA STERIA CONTRACT PERFORMANCE – 3RD QUARTER 2015/16

1.0 SUMMARY

- 1.1 The purpose of this report is to provide Members with an analysis of the service performance for Sopra Steria against contractual key performance indicators and service level targets for benefits, council tax, business rates, Information Communication Technology (ICT), contact centre, reception and switchboard.
- 1.2 Performance has been good since the commencement of the partnership despite the period of economic uncertainty we have gone through, and the welfare reform changes which have impacted on performance.
- 1.3 Performance for some of the key performance indicators for Quarter 3, October 2015 to December 2015, is shown in Appendix A.

2.0 Financial Implication(s)

- 2.1 The intention is to deliver consistent levels of performance with penalties for non performance. Unsatisfactory levels of performance could lead to losses of income, reputational damage or additional costs for the council.
- 2.2 Non-collection of business rates and council tax has a significant detrimental impact on Council finances. In the 3rd quarter of 2015/16 collection has been within expectations for council tax but there has been a slight drop in business rates collection due to more businesses paying over 12 months rather than 10.

3.0 Recommendation

- 3.1 Resources Overview and Scrutiny Committee note the contents of this report.

4.0 Link to Corporate Priorities

- 4.1 The subject of this report is linked to the Council's Corporate Priority: Engage with our communities and provide value for money.

5.0 Legal Implications

- 5.1 There are no legal implications with the recommendation in this report.

6.0 Climate Change Implications

- 6.1 The proposals in this report will not impact on greenhouse gas emissions.

7.0 Risk Management Implications

7.1 A risk assessment has not been prepared in relation to this report

8.0 Explanation

8.1 Sopra Steria attends weekly and monthly meetings to report on their performance against set targets and to discuss any plans they have in place to address areas where targets have not been achieved. These meetings are used as a management tool to monitor the service delivery of the partner, ensuring that the needs and expectations of our customers are being met. Any penalties arising through the partner's failure to achieve set targets, or incentives for exceeding some targets, are identified at these meetings. Each year we review the SLA performance indicators and negotiate with Sopra Steria to improve targets where possible.

8.2 Through the partnership with Sopra Steria the council is keen to encourage innovation and solutions which enable Sopra Steria to provide value for money and assist the council to meet its service delivery obligations. This ought to protect the council's position, and ensure that individuals receiving the service are assured that such service is of a high quality and achieves value for money.

8.3 Performance when measured against the key performance indicators for quarter 3 is very good. The only targets not achieved are for business rates collection and ICT service level targets. Performance is still good with business rates but the target has been missed due to businesses spreading their payments over 12 months, rather than paying over 10 months. The ICT target has been missed due to an increase in the number of service desk calls raised which clashed with the server room move from Bridge Road East to Campus East.

9.0 Equalities and Diversity

9.1 There are none in relation to this report.

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