

ROSC 13.09.17

Part I

Item No: 8

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All Wards

WELWYN HATFIELD COUNCIL
RESOURCES OVERVIEW AND SCRUTINY COMMITTEE – 13 SEPTEMBER 2017
REPORT OF THE EXECUTIVE DIRECTOR (RESOURCES, ENVIRONMENT AND
CULTURAL SERVICES)

SOPRA STERIA CONTRACT PERFORMANCE – 2017/18

1.0 Executive 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 1, April 2017 to June 2017, is shown in Appendix A. Enforcement Agent data is shown in Appendix B, following a recommendation from the ROSC scrutiny sub-committee.

2.0 Recommendation

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

3.0 Explanation

- 3.1 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.
- 3.2 Performance when measured against the key performance indicators for quarter 1 is good overall with 8 out of the 12 targets exceeded.
- 3.3 The collection of both council tax and business rates are ahead of target. There have been some delays during the first part of the year in dealing with benefits correspondence due to the large volumes of work and this has resulted in one of the benefit targets being missed.

- 3.4 Sopra Steria continued to experience staffing issues for this quarter with the Contact Centre, including high levels of short-term sickness. This resulted in a dip in performance for some of their performance indicators.
- 3.5 The performance of the IT service was good with one PI missed. This was due to a dip in performance in April due to the high volume of calls received. Performance again picked up and was ahead of target for both May and June. The IT team dealt with the 12 May NHS coordinated global cyberattack as well as another attack 27 June 17 during this period.

Implications

4.0 Legal Implication(s)

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

5.0 Financial Implication(s)

- 5.1 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.
- 5.2 Non-collection of business rates and council tax has a significant detrimental impact on Council finances. Sopra Steria will compensate the council for the loss of interest on council tax and business rates collection.

6.0 Risk Management Implications

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

7.0 Security & Terrorism Implication(s)

- 7.1 There are no security and terrorism implications with the recommendation in this report.

8.0 Procurement Implication(s)

- 8.1 There are none.

9.0 Climate Change Implication(s)

- 9.1 The proposals in this report will not impact on green-house gas emissions.

10.0 Link to Corporate Priorities

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

11.0 Equalities and Diversity

- 11.1 There are none in relation to this report.

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