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All Wards

WELWYN HATFIELD COUNCIL
RESOURCES OVERVIEW AND SCRUTINY COMMITTEE – 22 FEBRUARY 2018
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 There has been a slight decline in performance this quarter but overall 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 2017 to December 2017, is shown in Appendix A.

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 3 was not as good as it has been, with some PIs off target.

3.3 The collection of council tax is good but slightly behind target. This is likely to be due to the effects of the welfare reform changes. Business rates is also slightly behind target with once again more businesses paying over twelve months rather than ten. There have been some delays in dealing with benefits correspondence due to the large volumes of work and this has resulted in one of the benefit targets being missed. Sopra Steria have made arrangements for additional resources to tackle the backlogs with weekend work.

3.4 A high level of staff sickness, including a team leader, over the period resulted in one of the contact centre PIs missing its target.

3.5 The performance of the IT service was good with only one PI missed due to a power failure we experienced in one part of the council offices.

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 An Equality Impact Assessment was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies.

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