

WELWYN HATFIELD BOROUGH COUNCIL  
RESOURCES OVERVIEW AND SCRUTINY COMMITTEE – 18 MARCH 2019  
REPORT OF THE CORPORATE DIRECTOR (RESOURCES, ENVIRONMENT AND  
CULTURAL SERVICES)

SOPRA STERIA CONTRACT PERFORMANCE – 2018/19

**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 The 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 2018 to December 2018, 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 good, with 9 out of 12 PIs ahead of target.
- 3.3 Council tax collection was slightly behind a challenging target. The impact of Universal Credit and the other welfare reform changes is making it increasingly difficult to collect council tax from our residents. Business rate collection was ahead of target and also up on the same stage as last year. The processing of new benefit claims was ahead of target but the PI for processing changes in circumstances missed the target, although it was up on the same stage as last year. This is due to the volume of benefit correspondence we have been receiving. Discussions are taking place with Sopra Steria on this.

- 3.4 There was an improvement with the performance of the Switchboard, Reception and Contact Centre with all the PIs met.
- 3.5 The performance of the IT service was good for the quarter but the severity level 1 call target was missed. There was only one severity level 1 incident in November and this missed the 4 hour target, hence the overall reduction in performance level. This was due to a call being incorrectly classified and therefore not dealt with in accordance with the required timescales.

### **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 Human Resources Implication(s)**

- 10.1 There are none.

#### **11 Health and Wellbeing Implication(s)**

- 11.1 There are none.

#### **12 Communication and Engagement Implication(s)**

- 12.1 There are none.

**13 Link to Corporate Priorities**

13.1 The subject of this report is linked to the Council's Corporate Priority: Our Council and achieving value for money.

**14 Equalities and Diversity**

14.1 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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