

<b>Joint Committee</b>	<b>Date</b> 20 <sup>th</sup> December	<b>Item No.</b>
<b>Title</b> Capita Performance November 2019	<b>Authority</b> All	
<b>Decision Classification</b> N/A	<b>Notice Period</b> N/A	
<b>Chief Officer</b> Client Relationship Director	All	

**Recommendation:**

**To note the Contract performance for the Month of November reported in December 2019**

## **1 Executive Summary**

Performance of the Capita contract is monitored monthly. The contract contains a range of Key Performance Indicators and Performance Indicators. The purpose of this report is to provide the Joint Committee with the current performance status.

## **2 Summary**

**Executive Summary for November 2019 period as presented by Capita.**

This month we are reporting on Monthly indicators. As usual the commentary below relates only to the exceptions and further details can be found in each individual performance tile. IT, Customer Services and Land Charges met all their indicators in month.

This has been a busy month in the HR and Payroll service with the implementation of the pay awards and onboarding resources for the elections, that said Payroll and Pensions achieved all measures and recruitment had a service threshold failure with a single reference request not being process in time for South Oxfordshire. Exchequer had a PI failure on PI004 Cash Management which was again due to the non-arrival of G4S to make collections in Mendip and East Hants. We have previously stated that we are currently in the process of contracting to a different supplier for this and those conversations should conclude shortly. There was also a Minor KPI failure for invoice payments where an invoice for Saba in South Oxfordshire was not taken off hold appropriately.

Accountancy had two PI failures; on PI011 Reconciliations a review of the Mendip historical reconciliation activities is taking place to ensure this does not happen



again; and on PI013 where the limit on one of the bank accounts was breached in South Oxfordshire.

### 3 Performance Indicators November 2019

Accountancy																
	PI002	PI003	PI008	PI009	PI010	PI011	PI012	PI013	KPI002	PI014 (Q)	PI015 (Q)	KPI001 (A)	PI001 (A)	PI004 (A)	PI006 (A)	PI007 (A)
Overall	100.0	100.0	100.0	100.0	100.0	83.3	100.0	99.2	NR	100.0	100.0	100.0	0.0	100.0	100.0	50.0
South Oxfordshire	100.0	100.0	NR	100.0	100.0	100.0	100.0	95.2	NR	100.0	100.0	100.0	0.0	100.0	100.0	NR
Vale of White Horse	100.0	100.0	NR	100.0	100.0	100.0	100.0	100.0	NR	100.0	100.0	100.0	0.0	100.0	100.0	NR
Mendip	100.0	100.0	100.0	100.0	100.0	NR	100.0	100.0	NR	100.0	100.0	100.0	0.0	100.0	100.0	100.0
East Hampshire	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	NR	100.0	100.0	100.0	0.0	100.0	100.0	NR
Havant	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	NR	100.0	100.0	100.0	0.0	100.0	100.0	NR
Hart	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	NR	100.0	100.0	100.0	0.0	100.0	100.0	100.0

  

Customer Services									Revenues & Benefits				
	KPI002	KPI003	PI001	PI002	PI003	PI004	PI005	KPI004 (Q)		PI007 (A)	PI005 (A)	PI001 (A)	PI002 (A)
Overall	100.00	99.80	100.00	80.00	83.70	80.00	NR	98.00	Overall	100.0	99.0	96.0	80.8
South Oxfordshire	100.00	NR	NR	91.81	82.70	85.05	NR	98.00	South Oxfordshire	100.0	99.02	93.48	80.0
Vale of White Horse	100.00	NR	NR	NR	78.70	81.59	NR	98.00	Vale of White Horse	100.0	99.01	96.08	80.0
Mendip	100.00	99.96	100.00	78.56	90.00	85.41	NR	98.00	Mendip	100.0	99.13	99.65	NR
Havant	100.00	99.60	100.00	76.82	NR	62.51	NR	95.00	Havant	100.0	99.2	93.84	NR
Hart	100.00	NR	NR	NR	NR	80.76	NR	100.00	Hart	100.0	98.49	96.4	NR



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HR & Payroll																	
	KPI001	KPI002	PI001	KPI002a	PI003	PI004	PI007	PI008	PI009	PI010	KPI011a	PI012	PI005 (Q)	PI006 (Q)	PI016 (6M)	PI013 (A)	PI014 (A)
Overall	99.73	100.00	100.00	100.00	100.00	NR	100.00	100.00	100.00	100.00	92.86	100.00	99.80	100.00	NR	100.00	50.00
South Oxfordshire	100.00	100.00	100.00	100.00	100.00	NR	100.00	100.00	100.00	100.00	75.00	100.00	100.00	100.00	NR	100.00	100.00
Vale of White Horse	100.00	100.00	100.00	100.00	100.00	NR	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	NR	100.00	NR
Mendip	100.00	100.00	100.00	100.00	100.00	NR	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	NR	100.00	100.00
East Hampshire	99.26	100.00	100.00	100.00	100.00	NR	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	NR	100.00	NR
Havant	99.39	100.00	100.00	100.00	100.00	NR	100.00	100.00	100.00	100.00	100.00	100.00	99.20	100.00	NR	100.00	NR
Hart	100.00	100.00	100.00	100.00	100.00	NR	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	NR	100.00	100.00

  

Land Charges					IT										
	PI002	PI003	KPI001 (Q)	PI001 (Q)		KPI01	KPI02	KPI03	KPI04	PI001	PI002	PI003	PI004	PI005	PI006
Overall	100.0	0.0	56.6	100.0	Overall	99.99	99.98	99.98	100.00	100.00	NR	94.89	98.22	100.00	97.14
South Oxfordshire	100.0	0.0	55.8	100.0	South Oxfordshire	99.98	99.87	99.95	100.00	NR	NR	91.89	98.54	100.00	100.00
Vale of White Horse	100.0	0.0	55.9	100.0	Vale of White Horse	99.98	99.87	99.95	100.00	NR	NR	91.89	98.54	100.00	100.00
Mendip	100.0	0.0	58.6	100.0	Mendip	NR	NR	NR	100.00	NR	NR	NR	NR	NR	NR
Hart	100.0	0.0	57.4	100.0	East Hampshire	100.00	100.00	100.00	100.00	NR	NR	96.00	97.63	100.00	95.68
Havant	100.0	0.0	55.4	100.0	Havant	100.00	100.00	100.00	100.00	NR	NR	96.00	97.63	100.00	95.68
					Hart	NR	NR	NR	100.00	NR	NR	NR	NR	NR	NR

  

Exchequer							Procurement	
	KPI001	KPI002	PI001	PI002	PI003	PI004		KPI002 (Q)
Overall	99.93	100.0	100.0	100.0	100.0	98.06	Overall	100.0
South Oxfordshire	99.28	100.0	100.0	100.0	100.0	100.00	South Oxfordshire	100.0
Vale of White Horse	100.00	100.0	100.0	100.0	100.0	100.00	Vale of White Horse	100.0
Mendip	100.00	100.0	100.0	100.0	100.0	95.24	Mendip	100.0
East Hampshire	100.00	100.0	100.0	100.0	100.0	87.50	East Hampshire	100.0
Havant	100.00	100.0	100.0	100.0	100.0	100.00	Havant	100.0
Hart	100.00	100.0	100.0	100.0	100.0	100.00	Hart	100.0

## 4 Performance definition

Accountancy	
PI002	Maintain budget monitoring information to be available in line with agreed timetable each month, after review and sign off by relevant budget holder with formal quarterly reporting as agreed between the parties about 100% through September 2025
PI003	Maintain cashbook and banking's made by Authority establishments are posed into the relevant financial system within the agreed timescale of 1 working day above 100% through September 2025
PI008	Maintain preparation and availability of budget monitoring reports (salaries and cost/profit centre reports) to budget holders within two (2) working days following the period end above 100% through September 2025
PI009	Maintain monthly reporting of all corporate expenditure in accordance with the statutory requirements provided for publication on authority website each month by the required deadline (initially target to provide all expenditure over £250 in line with guidance) above 100% through September 2025
PI010	Maintain written conclusion of the financial evaluation for procurement process / supplier selection within 5 working days or deadline agreed between the parties above 100% through September 2025
PI011	Maintain cashbook and banking reconciliation to be carried out within ten working ways of the period end (including making the necessary corrections) above 100% through September 2025
PI012	Maintain cashbook and banking stops to cheques to be applied by 12 noon on the day in question if instruction received before 11.30am on same day, or applied by 12 noon following business day if instruction received by supplier after 11:30am above 100% through September 2025
PI013	Maintain tracking of bank accounts not to exceed agreed limits above 100% through September 2025
KPI002	Maintain budgets setting - budgets are reflected on the accounting system by dates specified by the authority above 100% through September 2025
PI014	Maintain all of VAT claims & other tax returns within the statutory deadlines above 100%, through September 2025
PI015	Maintain all grant claims & returns managed by Accounting team accurately completed (as set out in the grant conditions & receive an unqualified opinion) above 100%, through September 2025
KPI001	Maintain unqualified audit opinion on financial statements for all authorities above 100% through September 2025
PI001	Maintain draft statement of accounts produced on timely basis above 100% through December 2025
PI004	Maintain external audit completed & drafts ISA 260 produced each ear in accordance with the legislative deadline above 100% through December 2025

PI006	Maintain preparation and provision of budget timetable for client sign off no later than 5 working days before 15th July each year, above 100% through December 2025
PI007	Maintain completion and submission of budget templates in accordance with guidance provided by the authority & within deadlines above 100% through December 2025

### Customer Services

KPI002	Maintain first time resolution - Revenues and Benefits Customer Contact above 80% through September 2025
KPI003	Maintain first time resolution - Contact Centre / Switchboard – above 95% through September 2025
PI001	Maintain emails responded to by the close of the next working day above 95% through September 2025
PI002	Maintain % of calls answered in 20 seconds across the Contact Centre above 80% through September 2025
PI003	Maintain % of out of hours calls answered in 50 seconds above 80% through September 2025
PI004	Maintain % of council tax and benefits related calls answered in 60 seconds above 80% through September 2025
PI005	Maintain % of visitors with appointments for in-scope services to be seen within 2 minutes at Customer Access points / Remote Offices above 80% through September 2025
KPI004	Maintain Customer satisfaction above 95% through September 2025

### HR & Payroll

KPI001	Maintain net pay calculation accuracy above 99.7% through September 2025
KPI002	Maintain payroll timeliness of employee payments above 100% through September 2025
PI001	Maintain timeless submission of RTI, FPS and EPS files above 100% through September 2025
KPI002a	Maintain contracts of employment for new starters and staff changes above 100% through September 2025
PI003	Maintain new starters and changes updates on payroll system prior to payroll cut off deadline above 100% through September 2025
PI004	Maintain proportion of responses to generalist HR and employment law advice requests for managers or employees above 99% through September 2025
PI007	Maintain timely remittance payments above 100% through September 2025
PI008	Maintain updates of job vacancy within applicable systems within 2 working days above 100% through September 2025
PI009	Maintain shortlisting decisions and communications to applicants within 2 working days above 100% through September 2025



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PI010	Maintain communication of interview outcomes to applicants within 2 working days of a decision above 100% through September 2025
KPI011a	Maintain request of standard employment references for new starters within 3 working days of acceptance notification being received above 100% through September 2025
PI012	Maintain timely delivery of agreed standard report backs in line with agreed processing schedule deadlines above 100% through September 2025
PI005	Maintain accuracy of interface files above 100% through September 2025
PI006	Maintain timeliness of interface files above 100% through December 2025
PI016	Maintain delivery of effective and high-quality training above 90% through September 2025
PI013	Maintain preparation and submission of year end P60 returns above 100% through December 2025
PI014	Maintain preparation and submission of P11D year-end returns above 100% through December 2025

**Land Charges**

PI002	Maintain local land charges registrations completed within 24 hours of receipt above 99% through September 2025
PI003	Maintain complaints upheld relating to search below 0 complaints through September 2025
KPI001	Maintain % of all official and accepted requests for local authority searches returned within 5 working days of receipt above 50% through September 2025
PI001	Maintain % of all official and accepted requests for local authority searches returned within 8 working days of receipt above 99.5% through December 2025

**Exchequer**

KPI001	Maintain payment of approved invoices within 5 working days or agreed payment terms above 100% through September 2025
KPI002	Maintain issue of invoices and recovery documents in accordance with recovery policy timetable above 99.89% through September 2025
PI001	Maintain invoices received are matched to purchase orders within 2 working days of receipt or are treated as exceptions (non-compliant invoices not on exceptions list will be returned to issuer) above 100% through September 2025
PI002	Maintain issue aged debt report within days of period end above 100% through September 2025
PI003	Maintain issue of legal reports within 25 working days of period end above 100% through September 2025



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PI004	Maintain payments received banked on day of receipt or next business day if received after 12 noon above 100% through September 2025
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**Procurement**

KPI002	Maintain proportion of sourcing exercises that are completed within the agreed time frames above 100% through September 2025
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**IT**

KPI01	Maintain availability of internal facing business critical services above 99.9% through September 2025
KPI02	Maintain availability of external facing business critical services for core hours above 99.9% through September 2025
KPI03	Maintain availability of external facing business critical services for non-core hours above 99% through September 2025
KPI04	Maintain incident management - P1 (severity 1 service incident) above 90% through September 2025
PI001	Maintain patch management above 90% through September 2025
PI002	Maintain change management above 90% through September 2025
PI003	Maintain incident management of severity 2 - severity 4 service incidents above 90% through September 2025
PI004	Maintain service requests above 90% through September 2025
PI005	Maintain change requests above 90% through September 2025
PI006	Maintain first time fixes above 60% through September 2025

**Revenues & Benefits**

PI001	Maintain financial accuracy of benefits assessments above 96% through December 2025
PI002	Maintain balanced scorecard on or above 80% through September 2025
PI005	Maintain business rates in the year collection above 99% through December 2025
PI007	Maintain housing subsidy claims accurately completed and submitted on a timely basis above 100% through December 2025