

<b><u>MEETING</u></b> <b>PERFORMANCE AND CONTRACT MANAGEMENT COMMITTEE</b>
<b><u>DATE AND TIME</u></b> <b>TUESDAY 17 NOVEMBER, 2015</b> <b>AT 7.00 PM</b>
<b><u>VENUE</u></b> <b>HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4BQ</b>

Dear Councillors,

Please find enclosed additional papers relating to the following items for the above mentioned meeting which were not available at the time of collation of the agenda.

Item No	Title of Report	Pages
1.	PUBLIC QUESTIONS AND COMMENTS	1 - 4

Sarah Koniarski 020 8359 7574 sarah.koniarski@barnet.gov.uk

This page is intentionally left blank

Question Number	Item Number	Raised by	Question Raised	Answer
1	Item 9	John Dix	To what extent is there a relationship between the delivery of the Adults & Communities achievable savings target of £6.88 million and the declining performance of the department with 8 red and 1 red amber performance flags.	Five of the red performance indicators refer to the carer and satisfaction surveys carried out in 2014/15 but only verified and reported now due to national timescales. The percentage of adults with mental health and learning disabilities in employment requires improvement that will need to arise from new commissioning strategies to find suitable opportunities for these cohorts. Carer assessments resulting in information, advice and services has remained stable with only a 1% variance in outturn from the same point last year. The budget paper presented at the last Adults & Safeguarding Committee sets out analysis of the impact of future proposals and is available at <a href="http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=698&amp;MId=8362&amp;Ver=4">http://barnet.moderngov.co.uk/ieListDocuments.aspx?CId=698&amp;MId=8362&amp;Ver=4</a>
2	Item 9	John Dix	To what extent has the announcement of a new model for Adult Social Care and the process for identifying an alternative delivery model exacerbated the exodus of social workers impacting on performance standards and driving up agency costs.	There is no evidence that the announcement has had any impact on staff turnover. Agency usage in adult social care is declining. Recruitment of qualified social workers is a challenge across London. The workforce proposals to be consulted on include a change in skill mix in the operational teams. The Delivery Unit has been able to recruit excellent Assessment and Enablement Officers this year and there is confidence that this can be repeated to keep agency usage to a minimum.

Question Number	Item Number	Raised by	Question Raised	Answer
3	Item 9	John Dix	At the last committee meeting you stated that the forecast Agency cost for 2015/16 is £15.596 million. Based on the figures provided this the agency spend at the end of quarter 2 is £9.471m do you still think £15.596 million is a realistic target?	There are a number of external factors which influence agency levels such increases in demand for services over the year. Therefore subject to winter pressures being within expected levels, all Delivery Units have committed to delivering agency reductions, this is a key area of focus and is being tracked monthly with the expectation that targets will be achieved. The estimated full year budget spend is expected to be £16 million.
4	Item 9	John Dix	According to the schedule you supplied in response to my question in February, the forecast payments to Capita for 2015/16 were £41.75 million. With quarter 2 payments of £19.43 million and quarter 1 payments of £18.93 million that suggests that you will not meet the previously stated target. What is the latest forecast of total payments to Capita for 2015/16 and what is the reason for the variance?	The schedule of payments you received related to the management fee for the core CSG and Re contracts (invoice 1). This forecast of payments is from the payment mechanism and therefore does not include inflation or contract adjustments in relation to true up – assessed annually. For 2015/16, the forecast is still £41m with an additional £2.3m for inflation and true up. The Q1 and Q2 payments also include payments made in relation to projects and procurement savings (invoices 2 and 3) totalling £12.4m up to Q2.

Question Number	Item Number	Raised by	Question Raised	Answer
5	Item 9	John Dix	Please can you clarify what performance data CSG and Re have not provided (Appendix A page 2), why wasn't it supplied and what penalties/sanctions have been applied.	<p>BTS is a company that measures the use of staff desk phones: how many calls are received, how many are answered and how quickly they are answered. BTS needs to have an up-to-date list of phone numbers, and which staff and services they belong to, in order for the performance data to be accurate. It is this organisational data that was not provided on time, due to the time it required to update it with changes resulting from turnover and restructuring in CSG and RE.</p> <p>There are no contractual penalties associated with non-supply of this data.</p>
6	Item 9	John Dix	Please can you clarify what is meant by "in time" in the statement "The desk call data above does not include the calls handled by CSG and Re due to these delivery units not providing staff lists in time" Appendix A page 11.	<p>Following the high level of change that has occurred in the last 12 months, there is still an exercise to "clean-up" the data set of desk phones in CSG and RE. Priority has not been given to this over more customer facing service issues. However, it is hoped to resolve this in time for the Q3 reporting.</p> <p>The vast majority of CSG and RE calls are handled by the CSG and Re contact centres, which are included in the report.</p>

Question Number	Item Number	Raised by	Question Raised	Answer
7	Item 9	John Dix	Please can you clarify the differences between the two RAG charts, one in the officers report at Table 3 and the one at Appendix B page 15.	<p>The differences between the two tables are as follows:</p> <ul style="list-style-type: none"> <li>• Table 3 details the Delivery Units performance of strategic indicators – RAG ratings and Direction of Travel. It sums up the total of each RAG status for all Delivery Units.</li> <li>• Appendix B 1.1 Corporate Dashboard is similar but sums up the RAG status of each Delivery Unit individually. Giving each Delivery Unit a RAG rating with the Total for all Delivery Units at the bottom. First for the strategic indicators, then for the critical indicators and budgets.</li> </ul>