

<u>MEETING</u>
CUSTOMER AND SUPPORT GROUP CONTRACT REVIEW MEMBER WORKING GROUP
<u>DATE AND TIME</u>
MONDAY 25TH JULY, 2016
AT 7.00 PM
<u>VENUE</u>
HENDON TOWN HALL, THE BURROUGHS, LONDON NW4 4BQ

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.	<p>CONSIDERATION OF WRITTEN SUBMISSIONS</p> <p><i>The Working Group received an additional written submission at the meeting on 25th July 2016 which is enclosed.</i></p>	1 - 14

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Capita Contract Review

25 July 2016

AGENDA ITEM 4

Commitments

Performance

Cost

Commitments

- To what extent has anyone checked against the 324 contractual commitments made
- T2-6 Agile workspace – yet we are still in building 4 which I thought was due to be handed back T2-34 not met
- T2-11 staff survey what were the results
- T2-15 Access to Capita's Learning & Development academy
- T2-32 Leadership Panel who are they have they ever sat asked about them at the last meeting and you said the composition of the panel was being reviewed who has sat on it they don't publish minutes who are they
- T2 -39 Innovation partners
- T2-64 Employee discount scheme
- T3-8 Local Supply Chain Champion & T3-10 Opportunity matching for SME's
- T3-31 How many staff have achieved Institute of Customer Service professional accreditation – Linked to £904k investment in transferring staff has that happened.

Commitments

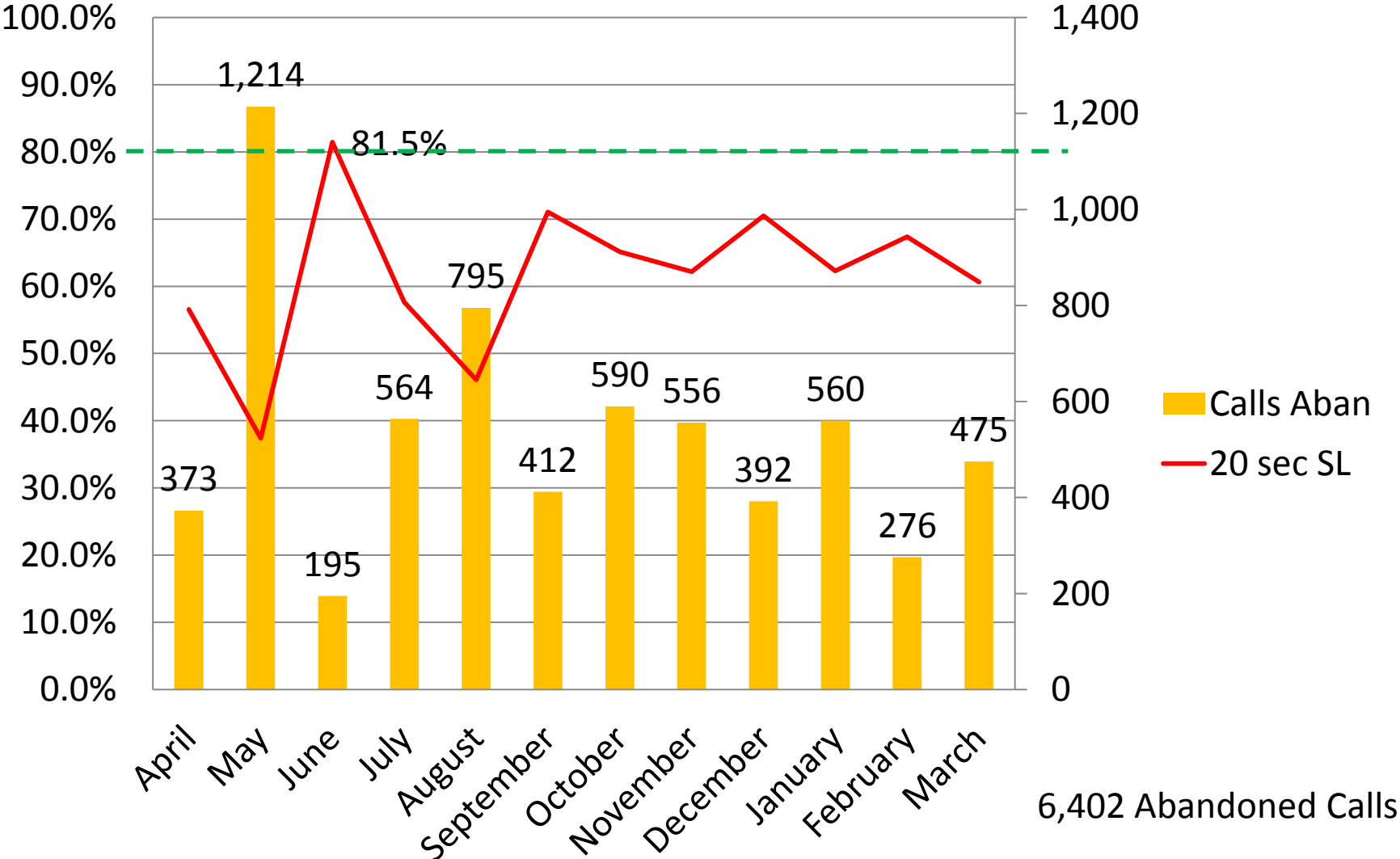
- T3-43 conflict between what that says and the contract variation published on 18 July but relating to a DPR decision taken in October 2015 to:
The Council wish to procure through Capita a service provided by Inform CPI Ltd using their Analyse Local software to identify missing or undervalued NNDR properties and for forecasting the impact of rateable value (RV) appeals. The service provided by Inform CPI Ltd has been used on a London contract administered by Capita and has to date been successful in increasing the tax base and is a service that Capita can recommend.
- T3-103 payroll accuracy problems still seem to be occurring
- T3-105 absence and sickness failed in the data provided at the last PCM committee how often is it failing
- T3-184 Reduction in gas electricity & water
- I note that in a recent DPR
<http://barnet.moderngov.co.uk/documents/s33627/Monthly%20Table%20List%20of%20Actions%20Taken%20Under%20Summary%20DPRs-%20June%202016.pdf>
one contract monitoring post has been converted to a quality in care advisor – authorised by James Mass. Given the complexity of the contract I cannot see how reducing the number of contract monitoring staff at this time makes any sense.

Telephony Performance

- Telephony satisfaction targets are apparently being met - question how it is measured
- Telephony performance mixed picture
- Virtual assistant skews results
- Need to examine the detail

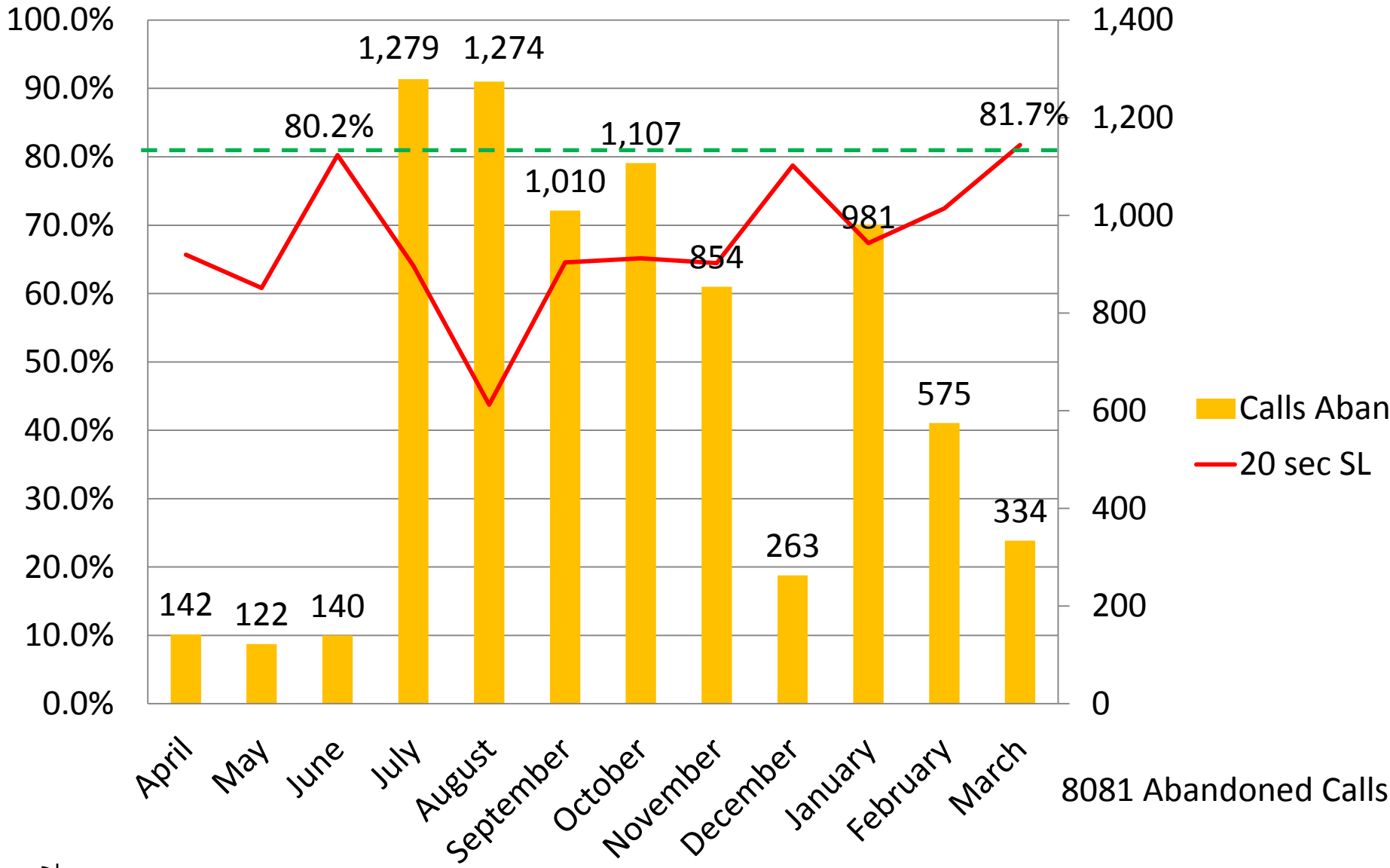
Who is getting short changed?

Housing Benefit Call Analysis



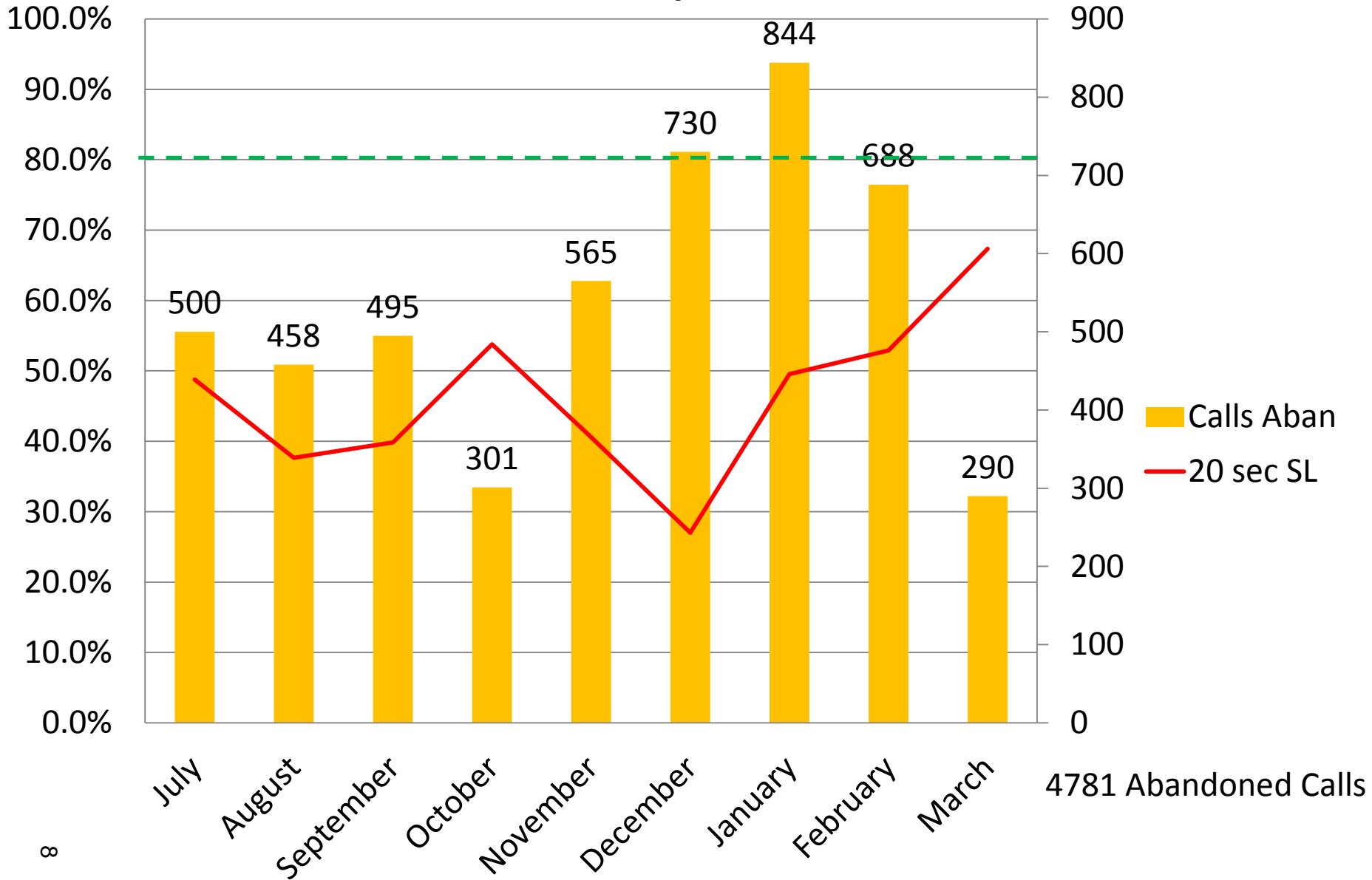
6,402 Abandoned Calls

Council Tax Call Analysis



8081 Abandoned Calls

Adult Social Care Call Analysis



Other Performance

- Links to audit committee - example this week's audit committee has a poor review for parking permit administration which is administered by Capita. There is a real concern that under performance is batted between the two committees and dealt with by neither. There is also a concern around the tracking of underperformance and what follow up measures are taken not just at the next meeting but over a longer period to identify trends.

Cost

LBB Charges and Savings													
Contract Year	Baseline cost of NSCSO services (2013/14)	Additional council tax income	Reducing no. of single person discount CTax claimants	Savings in retained council procurement spend	Savings on core service price	Interim Agreement Adjustment	Change to Managed budgets	Total core service savings	% saving on core service price	Annual savings totals	Annual Capita fee to council	Managed budgets	Total fee
Year 1 of the Contract Period	3,400,000										3,400,000		3,400,000
Year 1 of the Contract Period	38,757,596		190,800	624,031	5,281,048	(98,167)		5,182,881	13%	5,997,712	24,877,788	8,632,760	33,510,548
Year 2 of the Contract Period	38,757,596	80,685	381,600	5,916,047	5,748,636	£152,446		5,901,082	15%	12,279,413	24,376,200	8,632,760	33,008,960
Year 3 of the Contract Period	38,757,596	376,530	508,800	2,633,546	7,800,065	£414,795	(2,029,085)	6,185,774	16%	9,704,651	26,451,017	4,506,515	30,957,531
Year 4 of the Contract Period	38,757,596	484,110	508,800	3,393,225	7,545,748	(1,494,539)		6,051,210	16%	10,437,344	27,516,967	3,694,881	31,211,848
Year 5 of the Contract Period	38,757,596	484,110	508,800	4,233,875	7,610,090	(1,588,398)		6,021,692	16%	11,248,477	27,452,625	3,694,881	31,147,506
Year 6 of the Contract Period	38,757,596	484,110	508,800	4,763,109	7,111,552	(1,109,612)		6,001,940	15%	11,757,959	27,951,164	3,694,881	31,646,044
Year 7 of the Contract Period	38,757,596	484,110	508,800	5,317,156	8,783,638	(1,479,718)	(219,420)	7,084,500	18%	13,394,567	26,498,498	3,475,461	29,973,958
Year 8 of the Contract Period	38,757,596	484,110	508,800	6,186,295	10,508,224	(1,450,433)	(329,130)	8,728,661	23%	15,907,865	25,871,012	2,378,361	28,249,372
Year 9 of the Contract Period	38,757,596	484,110	508,800	6,693,772	10,666,912	(1,602,445)		9,064,467	23%	16,751,150	25,712,323	2,378,361	28,090,684
Year 10 of the Contract Period	38,757,596	484,110	508,800	7,213,491	10,891,726	(1,480,984)		9,410,741	24%	17,617,143	25,487,510	2,378,361	27,865,870
Contract totals	390,975,960	3,845,986	4,642,800	46,974,547	81,947,638	(9,737,054)	(2,577,635)	69,632,948	18%	125,096,281	265,595,104	43,467,218	309,062,322

**Published
payments
schedule:**

	2013/14	2014/15 to date	2014/15 Remaining	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Total
Contracted	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
CSG	35,962	21,418	3,063	26,671	29,482	25,453	25,951	24,198	17,203	20,467	25,106	10,621	265,595
Re	8,610	11,193	3,658	15,083	15,310	15,308	15,345	15,455	15,484	15,533	15,597	3,907	150,483

Additional payments:

	2013/14	2014/15 to date	2014/15 Remaining	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Total
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
CSG	2,843	11,748											14,591
Re	775	2,574											3,349
Additional items	14,933												14,933

Additional payments to CSG represent payments for procurement gainshare and projects spend. This is explained in further detail in the questions above (Q64, 65).

Additional payments to Re relate to payments for undertaking Transport for London highways works, which are grant funded by TFL, and spend on regeneration projects, costs for which are typically recovered from development partners.

The final additional payment line relates to the interim service agreement with Capita.

Contracted vs Spend to Date

£millions

Capita (CSG)	2013-14	2014-15	2015-16	Total
Contracted	35.96	24.48	26.67	87.11
Actual YTD	46.68	37.02	36.85	120.55
Difference	10.72	12.54	10.18	33.44

Special Projects, Gainshare & Contract Variations

Special Projects

- Projects like the Sport and Physical Activity Review, Waste Depot Relocation and Libraries Strategy
- Paid at consultancy rates

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