

	<p>Performance and Contract Management Committee</p> <p>7 January 2016</p>
<p style="text-align: right;">Title</p>	<p>Performance of the Customer and Support Group (CSG)</p>
<p style="text-align: right;">Report of</p>	<p>Chief Operating Officer</p>
<p style="text-align: right;">Wards</p>	<p>All</p>
<p style="text-align: right;">Status</p>	<p>Public</p>
<p style="text-align: right;">Urgent</p>	<p>No</p>
<p style="text-align: right;">Key</p>	<p>No</p>
<p style="text-align: right;">Enclosures</p>	<p>Appendix 1: Overview of the performance of Customer and Support Group Appendix 2: Customer and Support Group performance data Appendix 3a: Expenditure with CSG explanatory note Appendix 3b: Expenditure with CSG Appendix 4: Web improvement plan</p>
<p style="text-align: right;">Officer Contact Details</p>	<p>Philip Hamberger, Partnership Relationship Manager, LBB Philip.hamberger@barnet.gov.uk Tel: 0208 359 5688</p> <p>Tom Pike – Strategic Lead Programmes and Performance, LBB Tom.pike@barnet.gov.uk Tel: 0208 359 7058</p>

<p>Summary</p>
<p>This report provides the Committee with an overview of the performance of the Customer and Support Group, including a briefing on overall performance, successes and challenges and where actions are in place to further improve performance.</p>

In addition, the report provides further information on the performance of the Council's website and an improvement plan setting out steps to be taken to improve customer experience.

Recommendations

- 1. The Committee is asked to note the report provided in respect of performance of the Customer Services Group.**
- 2. That the Committee request a further report on the progress of the website improvement plan to a future meeting of the Committee.**
- 3. The Committee request a further progress report on the steps taken to improve IS support to Members at a future meeting of the Committee.**

1. WHY THIS REPORT IS NEEDED

- 1.1 The Performance and Contract Management Committee (P&CM) met on the 17 November 2015, reviewing overall performance of Council services. It was requested a more focused review of the performance of the Customer and Support Group (CSG) to be provided for this meeting. This report also provides context to a further report to be considered by P&CM Committee on 7 January, the fundamental service review of the CSG contract.
- 1.2 A detailed report on the overall performance of the CSG contract is provided as Appendix 1. In addition, the current performance against the CSG contract is provided as Appendix 2. Appendix 4 provides further information on the performance of the Council's website and actions to be taken to improve performance.

2. REASONS FOR RECOMMENDATIONS

- 2.1 To enable scrutiny of the information requested and to allow more detailed discussion and feedback from the Committee on the position reported.
- 2.2 To receive further reports confirming that actions planned have resulted in improvement.

3. ALTERNATIVE OPTIONS CONSIDERED AND NOT RECOMMENDED

- 3.1 Not applicable.

4. POST DECISION IMPLEMENTATION

- 4.1 This will be dependent on the feedback received from the Committee.

5. IMPLICATIONS OF DECISION

5.1 Corporate priorities

- 5.1.1 This report presents the performance of the Council at meeting the measures of success for the Corporate Priorities, specifically those set through the CSG contract.

5.1.2 The past three years of performance information is available at: www.barnet.gov.uk/performance

5.1.3 Robust budget and performance monitoring are essential to ensuring that there are adequate and appropriately directed resources to support delivery and achievement of Council priorities and targets as set out in the Corporate Plan and associated delivery arrangements including contracts.

5.2 **Resources (Finance & Value for Money, Procurement, Staffing, IT, Property, Sustainability)**

5.2.1 Robust budget and performance monitoring plays an essential part in enabling the organisation to deliver its objectives efficiently and effectively.

5.3 **Social Value**

5.3.1 The Committee is advised that the Public Services (Social Value) Act 2013 requires people who commission public services to think about how they can also secure wider social, economic and environmental benefits. Before commencing a procurement process, commissioners should think about whether the services they are going to buy, or the way they are going to buy them, could secure these benefits for their area or stakeholders.

5.4 **Legal and Constitutional References**

5.4.1 The [Council's Constitution, in Part 15 Annex A, Responsibility for Functions, states](#) the functions of the Performance and Contract Management Committee include (amongst other responsibilities):

- a. Overall responsibility for quarterly budget monitoring, including monitoring trading position and financial strategy of Council Delivery Units.
- b. Monitoring of Performance against targets by Delivery Units and Support Groups including Customer Support Group; Re; the Barnet Group (Including Barnet Homes and Your Choice Barnet); HB Public Law; NSL (Parking Contractor); Adults and Communities; Family Services; Education and Skills; Streetscene; Public Health; Commissioning Group; and Assurance.
- c. Receive and Scrutinise contract variations and change requests in respect of external delivery units.
- d. To make recommendations to Policy and Resources and Theme Committees on relevant policy and commissioning implications arising from the scrutiny of performance of Delivery Units and External Providers.
- e. Specific responsibility for the following function within the Council:
 - Risk Management
 - Treasury Management Performance
- i. Note the Annual Report of the Barnet Group Ltd.

5.5 **Risk Management**

5.5.1 Risks with a rating of 12 or above are reported as part of the Council's

quarterly performance monitoring process.

5.5.2 The Council maintains its own separate risk logs for all major contracts, which are informed by the risks reported by each partner. The Council's risk log for each contract are published in the council's quarterly performance reports and reported internally and externally as part of the routine performance cycle. Each partner reports their risks at least monthly to the Council for review by the commercial team and respective contract boards.

5.6 **Equalities and Diversity**

5.6.1 Each contract places obligations on our partners to support the Council in carrying out its public sector equality duty (as set out in the Equality Act 2010). This means having due regard to the need to:

- a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;
- b) advance equality of opportunity between those who share a relevant protected characteristic and those who do not;
- c) foster good relations between those who share a relevant protected characteristic and those who do not.

5.6.2 The 'protected characteristics' referred to are: age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The duty also covers marriage and civil partnership, but to a limited extent.

5.6.3 Effective contract management is vital to ensuring that the Council's duties under the Equality Act 2010 are supported by its partners. Equality performance is monitored by collecting data on service usage, customer feedback and specific performance indicators. Where service changes affecting residents or service users are proposed, equality impact assessments will be undertaken, and where needed, these will include consultation with residents or service users.

5.7 **Consultation and Engagement**

5.7.1 None

5.8 **Insight**

5.8.1 None

6. **BACKGROUND PAPERS**

6.1 None