

Public Question(s)

Question	Agenda Item	Raised by	Question Raised	Answer
1	8	Mr John Dix	<p>The report notes that “a substantial feedback report has now been produced by ORS. A copy of this has been provided to Capita, so that they can ensure that their proposals directly address any specific concerns raised by the focus groups”. Will you also share the feedback of our zoom call in July with Capita and committee members, why has the ORS report not been provided to this committee now to provide context for councillors and can you understand why this review appears to be driven by the desire to accommodate the commercial interests of Capita and not Barnet residents?</p>	<p>Feedback from the informal meeting held with Mr Dix on 6th July has been provided to Capita and to the council's chief executive. With Mr Dix's permission, it will also be included in the cover report, when the ORS report is presented to the informal cross-party working group and, subsequently, to this Committee.</p> <p>As stated in section 2.1 of this report, the ORS report will be provided to the next meeting of this Committee, in order to allow proper and holistic scrutiny by the informal cross-party working group.</p> <p>Previous reports have been it clear that the overarching priority of the review is to ensure that Barnet residents receive the best possible services that we can afford and at a competitive price.</p>
2	9	Mr John Dix	<p>Judgement of Capita's performance on these contracts is entirely dependent on whether the KPIs are relevant and whether the supporting data can be reviewed. Given that you have stopped publishing a great deal of the supporting contract performance data and there is a recognition from as far back as 2016 that the KPI's may be measuring the wrong metrics, when will you review the performance monitoring and management of these contracts including the KPIs, to get a more accurate, relevant and transparent picture of Capita's performance</p>	<p>There have been changes to performance reporting over the years in line with changes to committees and council requirements. The current performance reporting requirements were established in the 2017/18 committee cycle.</p> <p>The CSG and Re KPIs were reviewed and changes made as part of the year 3 and year 4 contract reviews. There have been ongoing reviews of KPIs including Highways KPIs as previously reported to this Committee. The performance management framework and KPIs is again being reviewed as part of the current Review of the Capita contracts.</p>

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				<p>However, it is recognised that not all KPIs, even if met at the required standard, necessarily lead to the continuous improvement in the service to residents that is sought, so current discussions are focussing on this point.</p>