

Subject: Capita Targets

Status: For Publication

Report to: Performance Overview and
Scrutiny Committee

Date: 29 July 2008

Report of: Head of Customer Services and ICT

Portfolio Customer Services
Holder:

Key Decision: No

Forward Plan General Exception Special Urgency

1. PURPOSE OF REPORT

- 1.1 The report highlights the chosen performance measures which have been implemented for the Capita contract for the next 12 months.

2. CORPORATE PRIORITIES

- 2.1 The matters discussed in this report impact directly on the following corporate priorities and associated corporate objective.

- Delivering Quality Services to Customers (Customers, Improvement)

3. RISK ASSESSMENT IMPLICATIONS

- 3.1 There are no specific risk issues for members to consider arising from this report.

4. BACKGROUND AND OPTIONS

- 4.1 The Capita contract was implemented in September 2006, the contract covers the areas of Revenues, Benefits, Fraud and any associated customer contact for these areas. Rossendale have implemented a highly resilient and robust contract monitoring process which has been adopted in the corporate Governance model.

- 4.2 Background research has been completed in order to set the 2008 – 09 Targets; in determining the target the Council has assessed the national

quartile position. As well as ranking the specific indicator in order of preference to the Council.

- 4.3 All of the targets set reflect the current situation and the aim was to set a stretching yet realistic target that would benefit the customers of Rossendale. In addition the current regulatory environment was also taken into consideration when developing the targets.

COMMENTS FROM STATUTORY OFFICERS:

5. SECTION 151 OFFICER

- 5.1 N/A.

6. MONITORING OFFICER

- 6.1 N/A.

7. HEAD OF PEOPLE AND ORGANISATIONAL DEVELOPMENT (ON BEHALF OF THE HEAD OF PAID SERVICE)

- 7.1 N/A.

8. CONCLUSION

- 8.1 There has been a massive improvement in the BVPI and local indicator performance.

The report has highlighted the major improvements in the areas of Revenues, Benefits and general customer contact over the last 12 months.

The success of the contract has been reflected in the improvement in all of the BVPI's along with the increased levels of customer satisfaction being generated in both the Call Centre and also the One Stop Shop.

9. RECOMMENDATION(S)

- 9.1 That members note the contents of the report and the improvement in performance of these services and endorse the Service Assurance Team in their work in striving for continuous improvement.

It is recommended that O&S approve the Capita targets for 2008 – 09.

10. CONSULTATION CARRIED OUT

- 10.1 Consultation carried out with the Portfolio Holder

11. EQUALITY IMPACT ASSESSMENT

Is an Equality Impact Assessment required

Yes / **No**

Is an Equality Impact Assessment attached Yes / **No**

12. BIODIVERSITY IMPACT ASSESSMENT

Is a Biodiversity Impact Assessment required Yes / **No**

Is a Biodiversity Impact Assessment attached Yes / **No**

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Either

Background Papers	
Document	Place of Inspection
Capita performance targets and benchmarking data.	