**Call Answer Times**

*Performance monitored through tracking volume of incoming calls to the County Council's PIM support line, and how many are answered*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **PIM Phone Activity** | **Q1** | **July '15** | **Year to Date** | **Target** |
| % Calls Answered | 97.53% | 97.20% | 97.45% | 90% |
| Volume Calls Offered | 1,817 | 662 | 2,479 |
| Volume Calls Answered | 1,771 | 644 | 2,415 |

**Contracts and Challenges Overview**

*Performance monitored through comparing figures of contracts let to targets assigned by the Procurement Plan.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **2014/15** | **Q1** | **July** | **Trend** |
| Value of contracts let | £98.7m | £13.85m | £3.47m | N/A |
| No. contracts let | 119 | 50 | 3 | N/A |
| Contracts let on time | 99% | 68% | 100% | Back on Track |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **2014/15** | **Q1** | **July** | **Trend** |
| Challenges received | N/A | 0 | 0 | Positive |
| Challenges successfully responded to | N/A | 0 | 0 | Positive |
| Informal Challenges received | N/A | 1 | 5 | N/A |
| Informal challenges successfully responded to | N/A | 1 | 5 | Positive |

**Call Handling Times**

*Performance monitored through tracking average call waiting and handling times, in minutes, for calls to the County Council's PIM support line.*

|  |  |  |  |
| --- | --- | --- | --- |
| **PIM Phone Activity** | **Q1** | **July '15** | **Year to Date** |
| Average Call Wait | 00.14 | 00:11 | 00.13 |
| Average Call Handling | 03.57 | 03:39 | 03.52 |

**Geographic Locations of Contractors**

*This information shows where suppliers who have been awarded contracts by the County Council in 2014/15 and so far this year have their base either Lancashire or the North West.*

|  |  |  |
| --- | --- | --- |
|  | **2014/15** | **2015/16** |
| **Contractor Location** | **Contractors** | **Annual Value****£m** | **Contractors** | **Annual Value****£m** |
| Lancashire | 82 | 22.58 | 34 | 11.15 |
| North West | 30 | 8.93 | 37 | 5.76 |

**Care Portal**

*The Care Portal was introduced from July 2014 to allow care providers to submit their invoices to the County Council electronically. Figures show % of providers registered to use the portal and % of providers currently using the portal to submit invoices.*

*Work is continuing to encourage providers to register for and use the portal.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **2014/15** | **Q1** | **July** | **Target** | **Trend** |
| Registered to use Portal  | 73.6% | 82% | 82.9% | 100% | Positive |
| Submitting invoices via the portal | 53.7% | 58.3% | 58.3% | 100% | Positive |

**Key: Blue – For Information. Green - On Target. Amber – Issues that may Affect Target. Red – Missed Target.**

Business Change Team – Update 1, 17 February 2013



**Procurement Function Performance Dashboard**

**July 2015**