

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

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

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.

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

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	