**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** | **Q2** | **Oct- Nov** | **Target** |
| Registered to use Portal | 74% | 82% | 84% | 85% | 100% |
| Submitting invoices via the portal | 54% | 53% | 60% | 60% | 100% |

**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** | **Q2** | **Oct - Nov** | **Year to Date** |
| Average Call Wait | 00:14 | 00:11 | 00:16 | 00:14 |
| Average Call Handling | 03:57 | 04:19 | 03:84 | 03:87 |

**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** | **Q2** | **Oct-Nov** | **Year to Date** | **Target** |
| % Calls Answered | 98% | 98% | 97% | 98% | 90% |
| Volume Calls Offered | 1,817 | 1,871 | 1729 | 5417 |
| Volume Calls Answered | 1,771 | 1,835 | 1683 | 5289 |

**Contracts and Challenges Overview**

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **2014/15** | **Q1** | **Q2** | **Oct-Nov** | **Trend** |
| Value of contracts let £m | 98.70 | 13.85 | 24.62 | 16.6 | N/A |
| No. contracts let | 119 | 50 | 22 | 13 | N/A |
| Contracts let on time | 94% | 78% | 96% | 100% | Back on track |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Q1** | **Q2** | **Oct-Nov** | **Trend** |
| Challenges received | 0 | 0 | 0 | Positive |
| Challenges successfully responded to | N/A | N/A | N/A | N/A |
| Informal Challenges received | 1 | 12 | 2 | Positive |
| Informal challenges successfully responded to | 1 | 12 | 2 | Positive |

**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.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **2014/15** | | **2015/16** | |
| **Contractor Location** | **Contractors** | **Annual Value**  **£m** | **Contractors** | **Annual Value**  **£m** |
| Lancashire | 82 | 22.58 | 60 | 30.66 |
| North West | 30 | 8.93 | 50 | 12.39 |

**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 Appendix B**

**December 2015**