

## 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

## 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

## 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.

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

## 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	