**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** | **Q3** | **Jan/Feb** | **Year to Date** | **Target** |
| % Calls Answered | 98% | 98% | 97% | 98% | 98% | 90% |
| Volume Calls Offered | 1817 | 1871 | 2459 | 1843 | 7990 |
| Volume Calls Answered | 1771 | 1835 | 2384 | 1801 | 7791 |

**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** | **Q3** | **Jan/Feb** | **Target** |
| Registered to use Portal  | 74% | 82% | 84% | 85% | 86% | 100% |
| Submitting invoices via the portal | 54% | 53% | 60% | 61% | 61% | 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** | **Q3** | **Jan/Feb** | **Year to Date** |
| Average Call Wait | 00:14 | 00:11 | 00:14 | 00:11 | 00:12 |
| Average Call Handling | 03:57 | 04:19 | 03:61 | 03:11 | 03:25 |

**Contracts and Challenges Overview**

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **2014/15** | **Q1** | **Q2** | **Q3** | **Jan/****Feb** | **Trend** |
| Value of contracts let £m | 99 | 13.9 | 19.4 | 44.7 | 80.4 | N/A |
| No. contracts let | 119 | 50 | 22 | 29 | 40 | N/A |
| Contracts let on time | 94% | 78% | 96% | 90% | 100% | Back on track |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Q1** | **Q2** | **Q3** | **Jan/Feb** | **Trend** |
| Challenges received | 0 | 0 | 0 | 0 | Positive |
| Challenges successfully responded to | N/A | N/A | N/A | N/A | N/A |
| Informal Challenges received | 1 | 12 | 3 | 4 | Positive |
| Informal challenges successfully responded to | 1 | 12 | 3 | 4 | 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 | 189 | 65 |
| North West | 30 | 8.93 | 96 | 22 |
| Other | 23 | 67.5 | 46 | 71 |

**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**

**February 2016**