

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

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

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	189	65
North West	30	8.93	96	22
Other	23	67.5	46	71

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	