

Scrutiny Committee

Report of Head of Partnership and Insight

Author: Andrew Down

Telephone: 01235 422300

Textphone: 18001 01235 422300

E-mail: andrew.down@southandvale.gov.uk

Cabinet member responsible: Roger Cox

Tel: 01367 243360

E-mail: roger.cox@whitehorsedc.gov.uk

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Capita performance: HR, payroll and IT

Recommendation

The Scrutiny Committee members note the contents of the report and make any recommendations arising to the relevant cabinet members

Purpose of Report

1. The purpose of this report is to provide a further brief update on the performance of the council's contractor, Capita, in the delivery of the HR, payroll and IT services. This report follows the report to the meeting of 9 July 2018 and particularly focuses on the contractor's efforts to improve the IT service.

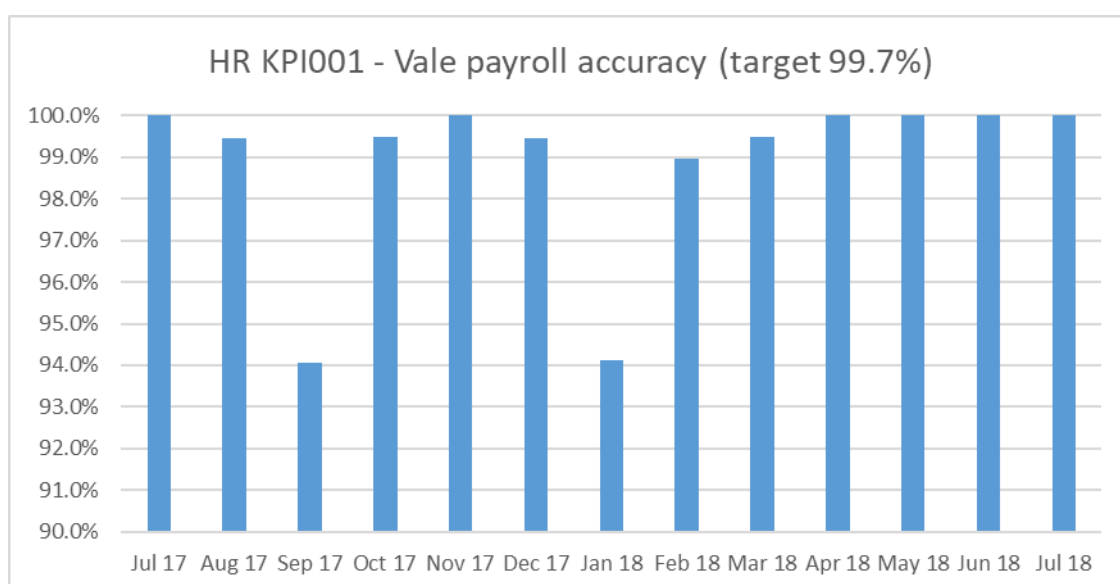
Contract changes

2. Discussions are currently in progress between the council and Capita around some potential adjustments to the scope and design of a number of services including HR, payroll and IT. These are the subject of a separate report and therefore not discussed in detail here.

HR and payroll

3. Since the previous report there have been no significant HR and payroll issues for the Vale. For the key performance indicators (KPIs), 100 per cent payroll accuracy (KPI001) has been achieved in both June and July 2018 for the Vale, and KPI002 (payroll timeliness) has also been met in full.
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4. The payroll accuracy KPI for the period from July 2017 to July 2018 is illustrated in the chart below.



5. In the other performance indicators (PIs), there has been one failure since the data presented in July. This was on PI009, which is to “process shortlisting decisions and communications to applicants within two working days”.

Information technology

6. Conversations are currently making good progress with a view to agreeing a new IT strategy for Vale and South. As this is the subject of a separate report it is not covered here, other than to mention that the design of the target operating model (TOM) will change as a consequence of the updated IT strategy. The date for achievement of TOM will therefore change and is now forecast to be around March 2019, subject to satisfactory agreement of the new approach and the subsequent implementation timetable.
7. The report presented on 9 July referred to Capita’s commitment to stabilise the IT platform and resolve service issues by 27 July. Capita have put considerable effort into clearing the backlog of service requests and the Five Councils chief executives collectively agreed at the end of July that improvements had been made. Capita must now demonstrate that it can sustain this improved status, with further review due at the end of September.
8. As part of the programme of IT improvements, Capita placed a number of additional IT staff on site at Milton Park, and interviewed 319 Vale and South staff in order to gain a detailed and specific understanding of the IT issues. Many issues have been resolved and Capita is continuing to work to resolve outstanding matters by the end of September.
9. There were no P1 (severe) IT incidents in June or July; one P1 incident occurred in August which was not resolved within the target service level. At time of writing, officers have received a draft incident report which describes the incident and the recovery but is still to be finalised with an analysis of the root cause.

Conclusion

10. The IT service has improved operationally, and to meet longer term strategic objectives the council is negotiating a change to the initial target operating model, which will never be implemented in full. HR and payroll continues to meet almost all performance indicators and from a Vale perspective, Capita has sustained the improvements previously highlighted to members.
11. The council is currently negotiating changes to these services in order to secure further improvements for the future.