







## Strategic Commissioning Committee Performance Report Appendix A



## Commercial and Procurement

## 1. Customer – Commercial and Procurement

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2010/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Total No. complaints received (stage 1 and 2) – Procurement and Commercial	1		0		0		
% of complaints resolved within timescale stage 1 and 2) – Procurement and Commercial	100%		No complaints				75%
% of complaints with at least one point upheld (stage 1 and 2) – Procurement and Commercial	0						
*Total No. of lessons learnt identified (stage 1 and 2) – Procurement and Commercial	0						










\*Lessons learnt referred to in this Appendix are lasting actions taken/changes made to resolve an issue and to prevent future re-occurrence for example amending an existing procedure or revising training processes. When a complaint has been upheld, action would be taken in the form of an apology or staff discussion/advice, but these actions are not classified as lessons learnt.

## 2. Processes – Commercial and Procurement







Performance Indicator	Current Status	2020/21 Target
<b>We will enable access to all internal procedural procurement information online.</b>		100%
All procurement guidance/template documents are available via the Intranet.		
<b>We will publish annual contract pipelines for each financial year online after the Council Budget is set.</b>		100%
Delayed for financial year 20/21 due to COVID-19.		

Performance Indicator	Current Status	2020/21 Target
<b>We will ensure that all contracts above £50K have standard clauses to require providers to demonstrate commitments towards carbon reduction and efficiency.</b>		100%
Investigation is underway/collaboration with SG on a Carbon Calculator. As an interim measure a specific question will be built into future procurement exercises on commitment to Carbon Reduction and Efficiency whilst the work noted above is ongoing.		

### 3. Staff – Commercial and Procurement

Performance Indicator	July 2020		Aug 2020		Sept 2020		2020/21 Target
	Value	Status	Value	Status	Value	Status	
* Average number of working days lost due to sickness absence per FTE employee, monthly – Commercial and Procurement							
Establishment actual FTE	36.78		36.78		37.78		
Staff Costs - % Spend to Date (FYB)	32.7%		40.4%		47.8%		100%

\*Work is ongoing towards confirming 12 month rolling figures for sickness absence and data is currently with our People and Organisation colleagues for quality assurance.

Performance Indicator	Q4 2019/20		Q1 2020/21		Q2 2020/21		2020/21 Target
	Value	Status	Value	Status	Value	Status	
Accidents - Reportable - Employees (No in Month – Commercial and Procurement)	0		0		0		
Accidents - Non-Reportable - Employees (No in Month – Commercial and Procurement)	0		0		0		

## 4. Finance &amp; Controls – Commercial and Procurement

Performance Indicator	Current Status	2020/21 Target
<b>The annual Audits on internal control systems for procurement processes and systems, including delegated procurement and financial authority do not identify major rated issues.</b>		100%
Audit Report AC2019 Cross Service Procurement Compliance issued September 2020 contains 5 major rated issues. Actions to implement the recommendations within the report are to be addressed between now and the end of the calendar year.		
<b>Demand management is embedded for all contracts above £50K contracts at strategy stage and throughout life of contract to ensure that the quantity and specification of goods and services match, but do not exceed, the actual needs of the Council.</b>		100%
Demand Management Control Board reviews strategy documents pre-procurement at strategy stage. Review of contract management guidance and templates underway to ensure Demand Management is embedded across the life of all contracts.		
<b>We will ensure that all contracts above £50K in value can be tracked to show community, local economic and environmental benefits.</b>		100%
Community Benefit question is incorporated into template tender document and information currently collated annually on community, local economic and environmental benefits through procurement. A tracking tool is being investigated to provide quarterly updates.		