

APPENDIX A

KEY PERFORMANCE INDICATORS

The Council currently receives quarterly KPI information on commercial and operational factors. The factors enable the Council to monitor the performance of the supplier, and also the performance of its own commissioning managers in terms of placements sought, performance in managing those placements and duration of the assignments. This proposal would seek to continue with that reporting as a value tool to monitor and ensure compliance. KPIs can also be reported on a very detailed level including down to the activity by each LBWF commissioning manager.

To summarise the factors reported on which enables the Council to monitor its use and to identify and work with managers in relation to any inappropriate use are set out below;

Monitoring

- Amount Invoiced during the period
- Total Savings achieved to date based on the previous reporting period
- Total rebate achieved for the period
- Hours billed during the period
- Number of new orders created
- Number of timesheets approved
- Compliance to national taxation and London wide Council social worker commitments

Commercial Factors reported on

- Spend by hours trends
- Spend by Job Category
- Spend by Directorate broken down into Services
- Spend by Supplier
- Rolling monthly totals
- Spend comparisons to other regional areas

Operational Factors reported on

- Number of orders placed by job category
- Number of orders created by Matrix users versus Waltham Forest users
- Number of single supplier orders
- Number of retrospective orders broken down by Waltham Forest managers
- Justification/reasons given for seeking placements
- Number of placements broken down by directorate and job category and supplier
- Length of current placements and length of ended placements
- Number of queries and resolution times

- Number of Live Chats
- Fulfilment and Cancelled Orders
- Supply Chain Diversification
- Time to Fill

Services Provisions

- Tiering
- Availability of web services
- Invoicing
- Managers approving own orders
- Benchmarking
- Social Value contributions
- Setting Objectives

