

Scrutiny Committee



Report of Head of Partnership and Insight

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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 24 July 2018 and particularly focuses on the contractor's efforts to improve the IT service.

Contract changes

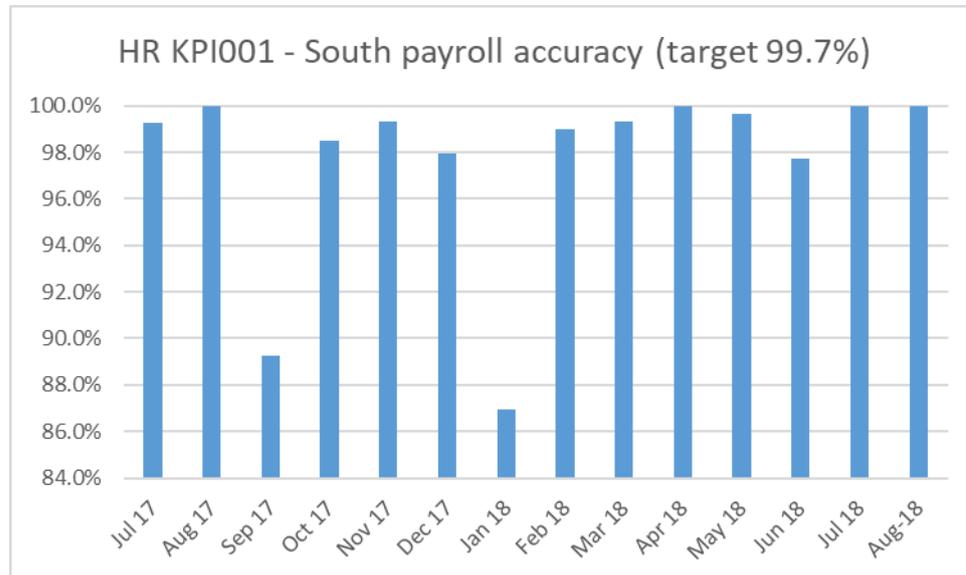
2. Discussions are currently in progress between the council and Capita around some potential adjustments to the scope and design of a number of services including HR, payroll and IT. These are the subject of a separate report and therefore not discussed in detail here.

HR and payroll

3. Since the previous report there have been no significant HR and payroll issues for South Oxfordshire. For the key performance indicators (KPIs), 100 per cent payroll accuracy (KPI001) has been achieved in both July and August 2018 for South Oxfordshire, though in June an incorrect mileage rate was used in paying

expenses of seven new employees. The underlying system error which led to this mistake has been corrected.

- The payroll accuracy KPI for the period from July 2017 to August 2018 is illustrated in the chart below.



- The indicator for payroll timeliness (KPI002) has been met in full since the switch to the new system in July 2017.
- In the other performance indicators (PIs), there has been one failure since the data presented to the committee on 24 July. This was on PI012, relating to timely delivery of standard report packs, when one report of the nine for June was delivered late.

Information technology

- Conversations are currently making good progress with a view to agreeing a new IT strategy for South and Vale. 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.
- The report presented on 24 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.
- As part of the programme of IT improvements, Capita placed a number of additional IT staff on site at Milton Park, and interviewed 319 South and Vale 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.

10. There were no P1 (severe) IT incidents in June or July; one P1 incident involving network downtime 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.

Conclusion

11. 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 South perspective Capita has largely sustained the improvements previously highlighted to members.

12. The council is currently negotiating changes to these services in order to secure further improvements for the future.