

PUBLIC REALM CONTRACT

Strategic Performance Indicators (SPI) AUDIT

CMT auditor:	Laura Lloyd	Audit period:	2016/17
Audit title:	Strategic Performance Indicator Audit		
Audit provided to:	Rachel Rice - Knowledge Centre Manager Alasdair MacDonald – Contract Director	Date audit provided to BBLP:	30 th October 2017

SUMMARY OF AUDIT

The Public Realm contract (September 2013 – August 2023) provides for the monitoring and reporting of a set of Strategic Performance Indicators (SPIs), with performance being self-assessed by the provider, Balfour Beatty Living Places, and audit undertaken by Herefordshire council’s Contract Management Team.

The contract model predicates extension to the contract period for achieving acceptable strategic performance and total performance score in each financial year. The first measure is reviewed after three financial years from the commencement of the contract, with the first at the end of 2016/17. As detailed in Clause 31.1 -31.7 of the contract.

Since the commencement of the contract in September 2013 the SPIs have changed and amended to reflect changing circumstances (availability data, and changes in Herefordshire Council and government priorities). They have been improved to reflect the changing nature of the contract and the Public realm.

This audit has been carried out to determine the accuracy of the data and analysis for the SPI 2016-17.

The objective of this audit is to assess if:

- Each SPI definition has been correctly applied
- The data source and data collection is accurate
- If the calculation has been correctly applied and is correct
- each SPI outcome is correctly reported in the monitoring report

Significant Findings:	Risk:
None identified	n.a

SCOPE

Balfour Beatty Living Places have collated the data from the relevant sources, analysed and prepared an SPI report for the council (Appendix 1), the SPI summary taken from the report is detailed below.

	Indicator	Upper Threshold 2016/17	Lower Threshold 2016/17	2013 (Part Year)	2014/15	2015/16	2016/17	Score
S1	Killed and Seriously Injured	71	79	61	70	99	100	-0.25
S2	Principal Road Condition	7%	9%	7	8	7	6	1.20
S3	Non Principal B Road Condition	6%	8%	7	7	6	5	1.20
S4	Non Principal C Road Condition	6%	8%	11	8	7	8	0.00
S5	Unclassified Road Condition	25%	31%	27	26	31	26	0.83
S6	Footways condition	26%	30%	24	24	35	30	1.03
S7	Bridge Condition	98%	89%	96	96	96	93	0.44
S8	Third party claims repudiation	80%	70%	75	71	87	86	1.50
S9	Flood Resilience	75	100	New Indicator		78	28	1.00
S10	Skills and employability	4	3	N/A	6.5	6	6.5	1.50

S11	Local spend	30%	24%	N/A	21	26	35	1.83
S12	CO2 reductions	5.00%	3.00%	N/A	Baseline	19.28	9.73	2.00
S13	Reuse and recycling	99.0%	96.0%	24	96.99	99.67	99.87	1.29
S14	Community Projects	110 days	90 days	Not Available		109	103	0.65
S15	Customer Satisfaction	37.10%	36.10%	36.60	36.67	43.10	40.14	2.00
S16	Continuous improvement	1219 +10% bid commitment	997 -10% bid commitment	N/A	+7	+15	+78	2.00
	Total:							18.22

FINDINGS & OUTCOMES

Indicator		Definition applied correctly	Correct calculation and accurate	Data Source	Data accurate	Score correctly applied	Outcome	Findings RAG
S1	Killed and Seriously Injured	✓	✓	HC	✓	✓	100 Below threshold	Later figure of 99 confirmed
S2	Principal Road Condition	✓	✓	WDM Ltd (National survey)	✓	✓	6 Above threshold	Accurately reported
S3	Non Principal B Road Condition	✓	✓		✓	✓	5 Above threshold	Accurately reported
S4	Non Principal C Road Condition	✓	✓		✓	✓	8 Within threshold	Accurately reported
S5	Unclassified Road Condition	✓	✓		✓	✓	26 Within threshold	Accurately reported
S6	Footways condition	✓	X	Cormorant UK survey	X	✓	30 Within threshold	Incorrect figure submitted in reporting, Correct figure is 25.9 – improvement within threshold

S7	Bridge Condition	✓	✓	BBLP - AMX	✓	✓	93 Within threshold	Accurately reported
S8	Third party claims repudiation	✓	✓	BBLP	✓	✓	86 Above threshold	Inverted wording in report (excluded and included) but correct data
S9	Flood Resilience	✓	✓	BBLP – AMX	✓	✓	28 Above threshold	Accurately reported
S10	Skills and Employability	✓	✓	BBLP	✓	✓	6.5 Above threshold	Accurately reported
S11	Local spend	✓	✓	BBLP	✓	✓	35 Above threshold	Accurately reported
S12	CO2 reductions	✓	✓	BBLP	✓	✓	9.73 Above threshold	Accurately reported
S13	Reuse and recycling	✓	✓	BBLP	✓	✓	99.67 Above threshold	Accurately reported
S14	Community Projects	✓	✓	BBLP	✓	✓	103 Within threshold	Accurately reported

S15	Customer Satisfaction	✓	✓	NHT (National Survey)	✓	✓	40.14 Above threshold	Accurately reported
S16	Continuous improvement	✓	✓	BBLP	✓	✓	1971 Above threshold	Accurately reported

Conclusion:

It is evident from the audit, the overall quality and accuracy of the SPI report is good and fit for purpose. The correct definitions, calculations and data sources have been applied for each of the indicators and the correct score has been awarded.

Some minor inaccuracies were identified, which included incorrect figure being submitted to Performance and Improvement Manager (BBLP), which could be prevented in the future by the relevant BBLP officer ensuring they provide the background data, survey summaries and analysis at the point of reporting figures to the Performance and Improvement Manager. The other minor point was incorrect wording on the report document, relating to Third Party Claims, 'excluded' and 'included' are not in the correct heading but the data and score were correct.

To be noted at the time the SPI report was drafted the SPI1 for Killed and Seriously Injured was 100, but at the period the audit was undertaken the figures confirmed this had reduced to 99, due to unexpected recovery.

Recommendations

Area:	Recommendation:	Timeframe	Owner
1. Data Sharing	Review current process for collating strategic performance data to ensure accuracy and reduce level of risk for 'human error'	TBA	BBLP

BBLP RESPONSE TO AUDIT FINDINGS

In agreement with audit findings

Signed: Rachel Rice

Date: 01.11.2017

AUDIT FOLLOW UP MEETING

Date of meeting:

N.A

AUDIT COMPLETION SIGN OFF

HC Signed: Laura Lloyd Date: 02.11.2017

BBLP Signed: Rachel Rice Date: 02.11.2017

Appendix 1: SPI Report



SPI FULL REPORT
2013-2016.pdf