


# Business Bulletin

## **Governance, Risk and Best Value Committee**

**10.00am, Tuesday, 13 August 2019**

Dean of Guild Court Room, City Chambers, High Street, Edinburgh

# Governance, Risk and Best Value Committee

Convener:	Members:	Contact:
<p>Councillor Joanna Mowat</p> 	<p>Councillor Joanna Mowat (Convener)            Councillor Eleanor Bird            Councillor Jim Campbell            Councillor Phil Daggart            Councillor Gillian Gloyer            Councillor Melanie Main            Councillor Gordon Munro            Councillor Alex Staniforth            Councillor Norman Work</p>	<p><a href="#">Jamie Macrae</a>            Committee Officer            0131 553 8242</p> <p><a href="#">Martin Scott</a>            Assistant Committee Officer            0131 529 4237</p>

Recent news	Background
<p><b>Capital City Partnership KPIs</b></p> <p>In response to the request from the Governance, Risk and Best Value Committee for details of their KPIs, please find below:</p> <p><u>KPI 1: Delivering Effective Operational Partnerships and Relationship</u></p> <p><b>a) Stakeholder satisfaction with services provided and effectiveness of the partnership (90% Very satisfied)</b></p> <p>Survey feedback with stakeholders highlighted that 93% were very or extremely satisfied with the support they have received.</p> <p><b>b) External leverage (cash and in-kind) secured by the Recipient to add value to the Funders Investment or help deliver on savings targets (£2,000,000 over 3 years)</b></p> <p>In total £2,258,235 has been raised over the last three years, with an average of £752,745 per year. A breakdown was included in the progress report considered by Governance, Risk and Best Value committee on <a href="#">7 May 2019</a>.</p>	<p><b>Contact:</b>            Ken Shaw  <a href="mailto:ken.shaw@edinburgh.gov.uk">ken.shaw@edinburgh.gov.uk</a>            0131 529 3476</p>

## KPI 2: An Effective Employability Performance Management Service

It should be noted that Capital City Partnership only performance manage contracts which are adjusted or re-commissioned by the City of Edinburgh Council as the contracting authority.

### **a) Service is well targeted at agreed priority groups (90% of active clients are from target groups)**

Between April 2017 and December 2018 there were 6,495 new clients registered with 6,443 (99%) having barriers to employment. A breakdown of these engagements was outlined in the progress report considered by Governance, Risk and Best Value committee on 7 May 2019.

### **b) Cumulative engagement, progression, and outcome targets are achieved (Over 90% of agreed volumes delivered).**

Between April 2017 and December 2018 there have been 6,495 new client engagements and 4,947 verified positive outcomes and progressions. Apart from one contract, which has now been procured, all contracts and grants are on target and are delivering at least 90% of volumes.

### **c) Client supported into work sustain employment for at least 6 months (60% sustain employment for 6 months or over)**

Obtaining this data is currently difficult as it relies on clients voluntarily submitting information. From collected evidence 42% of clients have sustained employment for at least six months. This is below target and work is underway with providers to identify ways to improve services and evidence collection.

### **d) Clients supported into jobs or progress in-work are paid the living wage level or above (60% earning living wage 6 months after employment, without subsidy)**

This is a new KPI to align with the Economy Strategy. Contracts and grants are currently being updated to include this ambition. Payment of the Living Wage is not mandatory and, despite active promotion uptake is currently variable. It is also difficult to obtain this information as it relies on clients voluntarily submitting

information. Work is underway to identify ways of collecting this.

**e) Projects and services comply with the associated terms, conditions, rules, and regulations (100% compliance demonstrated).**

100% compliance demonstrated, verified through compliance visits to providers. Work has also been undertaken to ensure GDPR compliance. This will include a new Information Sharing Agreement.

KPI 3: Quality Assurance and Communications

**a) Client satisfaction with scope and quality of service received and the positive impact made (90% Very satisfied)**

Survey feedback with clients found that 83.33% were very satisfied with the service they received which is slightly below target. This feedback has been disseminated to our service providers with recommendations for improvement.

**b) High level of data completeness and accuracy maintained on client and other project records (95% of records are accurate and contain all the data required to satisfy funding and operational commitments)**

Compliance visits were undertaken with 34 organisations in 2018/19. A 20% client record sample showed 97% of the services were judged as complying with contractual requirements. Six services received a follow up visit to check agreed improvements had been implemented. A mandatory training session is planned to highlight common compliance issues with providers.

**Forthcoming activities:**

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