

## CITY MANAGEMENT CONTRACT MONITORING FORM

<b>CONTRACT TITLE:</b>	Debt Management Contract - Collectica Enforcement Services (formerly Philips Collection Services)	
<b>NAO:</b>	XXXXX	
<b>Monitoring period:</b>	1 <sup>st</sup> January – 31 <sup>st</sup> March 2013	
<b>Contract Status:</b>		<i>(Tick appropriate box)</i>
	Contract expires < 12 months	✓
	Contract relet strategy required	
	Contract -GREEN	

<b>Start Date:</b>	01/09/2008	<b>End Date:</b>	31/08/2012
<b>Extension Approved :</b>	12/07/2012	<b>New End Date:</b>	28/02/2013
<b>Contract Value:</b>	£1million	<b>Overall variance to date:</b>	
<b>Annual Budget:</b>	£300,000	<b>Annual spend to date:</b>	£161,017.59
<b>Is spend to date on track?</b>	Y under spend	<b>If not, by how much?</b>	£138,982.41

Key Deliverables / Outcomes	
1.	Pre TEC Collection
2.	Post Warrant Collection
3.	Special Operations
4.	

*(These should be the very high level deliverables of the contract e.g.: Clean streets, Provide maintenance of handheld (airwave) devices)*

Key Performance Measures	1	2	3	4
	<i>(Tick appropriate box)</i>			
1. >= 20%			✓	
2. >= 20%		✓		
3. 2 per month		✓		
4.				
Overall performance score:				

*(These should be the very high level measures to match the outcomes above)*

1 = not performing to required standard in majority of areas

2 = not performing to required standard in some areas (including if performing above in other areas)

3 = performing to required standard in all areas

4 = performing to / above standard in all areas

ISSUES / RELET UPDATE / COMMENTS
Following the raising of concerns with respect to post warrant collection the contractor embarked on a recruitment drive and also engaged with a third party provider to bring in the

extra resource to improve performance levels, although too late to dramatically affect performance before the contract ended.

Additionally, largely due to the sudden and critical illness of a key member of their staff the contractor had difficulty meeting their KPI for the provision of special operations.

The contract expired 28<sup>th</sup> February 2013 and the new contract was awarded to a new provider. Following the purchase of Philips (now re-branded as Collectica) by Serco in October 2011 the company underwent significant change in staff and culture. In addition Philips did engage with the tender process for the new contract however their bid to not qualify beyond the PQQ stage. It is likely that these two factors would also have had a contributory affect on performance levels towards the end of the contract.