R07 Partnership Indicators (Joint BCC / SB)		1 Year[1]	3 Year	5 Year
	Partnership Objective	**Indicator (s)**			
1	Support and assist the Council in delivering the Future Council Programme and emergent models for service delivery	See Projects indicator PG1-2 & PD1-5 below			
2	Make step-change improvements in the economy, efficiency and effectiveness of the Council's delivery of services in the context of financial challenges	See Projects indicator PG1-2 & PD1-5 below			
3	To ensure our combined efforts deliver an excellent customer experience	Quarterly Customer Satisfaction Short Surveys (e.g. derived from a sample of recent service desk calls / requests)	Baseline	Improving Trend	Improving Trend
		Annual ICT Survey (benchmarked against other Councils via Socitm)

Contractual obligation | Baseline | Improving Trend | Improving Trend |
| | | Produce annual Service Improvement Plan based on the outcomes of the ICT Survey

Contractual obligation | Baseline | N/a | N/a |
| | | Annual report of Complaints / Compliments & Comments | Baseline | Improving Trend | Improving Trend |

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[1] All baselines to be agreed by ICF and SB

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		Project Completion Customer Satisfaction Questionnaire (see below) Contractual obligation	Baseline	Improving Trend	Improving Trend
4	Deliver value-driven innovative solutions and services to respond to ever-changing requirements	Number of proposals submitted to BCC for consideration	Baseline	N/a	N/a
		% of proposals implemented and savings agreed and delivered	Baseline	N/a	N/a
5	Support and deliver the Birmingham Business Charter for Social Responsibility	Publication of annual plan to support Birmingham Charter signed off by BCC4SR	Baseline	N/a	N/a
		6 monthly monitoring of Birmingham Charter Action Plan	Baseline	N/a	N/a
		Publication of Annual CSR Report	Baseline	N/a	N/a
		Monitoring of the Annual number of opportunities advertised on Find It In Birmingham	Baseline	Improving Trend	Improving Trend
		Annual event for Local Suppliers on the Councils ICT strategy and 5 year vision	First event	Yes	Yes
6	Recognise the business imperatives of both partners	Produce Joint BCC / Business Plan including strategic vision for 1, 3 and 5 years	Baseline	Yes	Yes
		Annual review of ICT Capex investment plan and alignment to BCC'S vision and savings initiatives	Baseline	Yes	Yes

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				1 Year	3 Year	5 Year
		Annual review of the SB the ICT proactivity and innovation in providing technological solutions to meet BCC business needs	Baseline	Yes	Yes	
		Evaluate SB staff understanding of the Mission, Vision and values we Share with BCC via annual staff survey (following manager cascade via PDR Process)	Baseline	Improving Trend	Improving Trend	
7	Support the Council's governance model for ICT	See Projects indicator below	Baseline			
		Projects referred by SB to BCC or BCC to SB or other body due to non-compliance of agreed design principles or governance (e.g. duplication of functionality, lack of SB engagement, bespoking)	Baseline			
8	To be recognised as a strong and sustainable public/private partnership	Awards	Yes	Yes	Yes	
		Business growth				
		Annual performance benchmarking (via Socitm)				

Appendix 1 Project Monitoring

R07 Partnership Indicators (Joint BCC / SB)	1 Year	3 Year	5 Year

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PG1		% of new projects request that become live projects	Yes	Improving Trend	Improving Trend
PG2		% of projects where the business case included the definition of expected tangible and measurable benefits (both cashable and non cashable) to be realised by the project, complete with timescales for realisation?	Yes	Improving Trend	Improving Trend
		Savings achieved to be reported annually	Yes	N/a	N/a
PD1	Project Delivery Indicators	% of Projects completed in year, delivered within agreed timescales	Yes	Improving Trend	Improving Trend
PD2		% of projects completed in year under budget / quote in relation to the agreed scope	Yes	Improving Trend	Improving Trend
PD3		% of projects completed in year over budget / quote in relation to the agreed scope	Yes	Improving Trend	Improving Trend
PD4		% of projects completed to agreed specification	Yes	Improving Trend	Improving Trend
PD5		% of projects that had one or more change requests			

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Previously used Projects Questionnaire – agreed with ICF

Customer Satisfaction Survey

Project Details	
Planview Reference:	
Project Name:	
Directorate:	
Delivery Team	
Project Manager:	
Project Sponsor/Client:	
Date Sent:	
Date Received:	

	Please return this questionnaire to pmo.support@servicebirmingham.co.uk	
1	Was the project delivered within the agreed timescales?*	Responses via dropdown selection boxes
2	Was the project delivered within / under the agreed budget?*	

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3	Was the project delivered to the agreed specification?*	
4	Did BCC define how the cashable and non-cashable benefits delivered by this project will be measured and exploited?	
5	Have the anticipated business benefits from this project been achieved or are they still expected to be achieved?	
6	How would you rate the responsiveness of the Project Manager provided by SB?	
7	How would you rate the quality of the information that was agreed to be delivered throughout the lifespan of the project? (E.g. Project Initiation Document, Highlight Reports, meeting records, etc)	
8	How would you rate the management of risks and issues relating to the project by the SB Project Manager?	
	New Questions	

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	Some questions on quotation process – speed, innovation in solution, ownership, vfm?	
	How creative was the SB team in bringing solutions to this project?	

Service Birmingham would welcome any further comments that you would like to make relating to our performance in the delivery of this project
Please use the box below

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