



**Business Services
Organisation**
Procurement and Logistics Service

Performance Report Q4 - 2017/18

for SHSCT

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This report outlines the position of Southern Health and Social Care Trust as of 31/3/2018 against the Key Performance Indicators (KPIs), agreed to in the Service Level Agreement (SLA), that reflect the critical success factors of Business Services Organisation (BSO) Procurement and Logistics Service (PaLS) for your organisation.

The report content shows performance activity where appropriate on monthly, year-end, rolling 24 months and 3 year basis for comparative / trend analysis. The Executive Summary Position section will be issued on a monthly basis during the remainder of 2017/18; while the full report will be made available on a quarterly basis.

1. Executive Summary Position for Quarter 4 - 2017/18

PaLS Overview				
KPI Metric	Target	Jan-18	Feb-18	Mar-18
Total FPL POP Spend (£) (currently excludes “non purchase order” expenditure)	N/A	3,370,398	3,151,301	7,497,572
Contract Expenditure as a % of Total FPL POP Spend (currently excludes “non purchase order” spend)	80%	81.04%	82.29%	92.32%

Compliance Unit				
KPI Metric	Target	Jan-18	Feb-18	Mar-18
Number of STAs received	N/A	7	2	9
Number of STAs advised upon	N/A	8	10	9

Logistics - General Stock Service				
KPI Metric	Target	Jan-18	Feb-18	Mar-18
BSO Warehouse Service Level (Boucher & Campsie)	95%	99.21%	99.06%	98.31%

KPI Metric		Target	Jan-18	Feb-18	Mar-18
No of provision lines processed via:	EMM	N/A	13,014	12,373	14,666
	eProc	N/A	5,020	4,939	5,273
	Proxy	N/A	1,018	718	971
Total Stock Provision Lines Issued		N/A	19,052	18,030	20,910

Procurement - Operations				
KPI Metric	Target	Jan-18	Feb-18	Mar-18
Average processing time per approved requisition line (in days)	5	3.39	2.98	3.28

KPI Metric		Target	Jan-18	Feb-18	Mar-18
No. of Order Lines	Catalogue NS	N/A	18,543	16,997	16,603
	Non-catalogue	N/A	3,483	3,125	2,912

KPI Metric	Target	Jan-18	Feb-18	Mar-18
Number of requisitions referred back	N/A	191	119	159
Number of requisitions suspended	N/A	150	164	237

Procurement - Sourcing				
KPI Metric	Target	Jan-18	Feb-18	Mar-18
No of challenges received (legal (writ) and other) or on-going	N/A	1	1	3
No of challenges withdrawn	N/A	1	0	0
No of tenders stood down due to a challenge (legal (writ) and other)	<2%	0	0	0

KPI Metric	Target	Jan-18	Feb-18	Mar-18
Sourcing Savings	N/A	£129,643	£130,657	£120,882

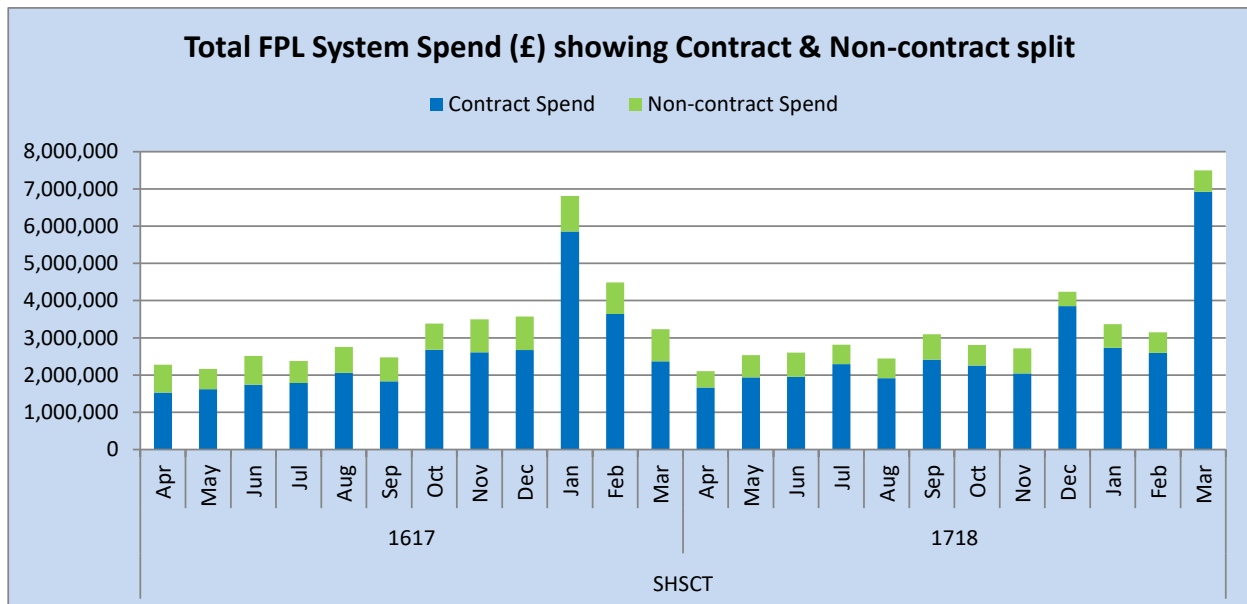
KPI Metric	Target	Jan-18	Feb-18	Mar-18
Competitions in progress for your Trust (Local)	N/A	39	49	51
Competitions where your Trust is participating with at least one other Trust (Multi)	N/A	9	9	9
Competitions where your Trust is collaborating Regionally (Regional)	N/A	261	272	290
Total Competitions in progress	N/A	309	330	350

2. PaLS Overview

2.1 Total FPL System Spend

Total Managed Spend is the cost of products and services purchased by each Entity including Catalogue Spend, Non Catalogue Spend (free text requisitions which require PaLS Buyer intervention) and Non Purchase Order (Non POP) Contract Spend.

Total FPL System Spend (Purchase Orders / Provision orders) is as above excluding the Non Purchase Order Spend as we are currently unable to report upon this monthly. The following graph shows the last 24 months spend for SHSCT.

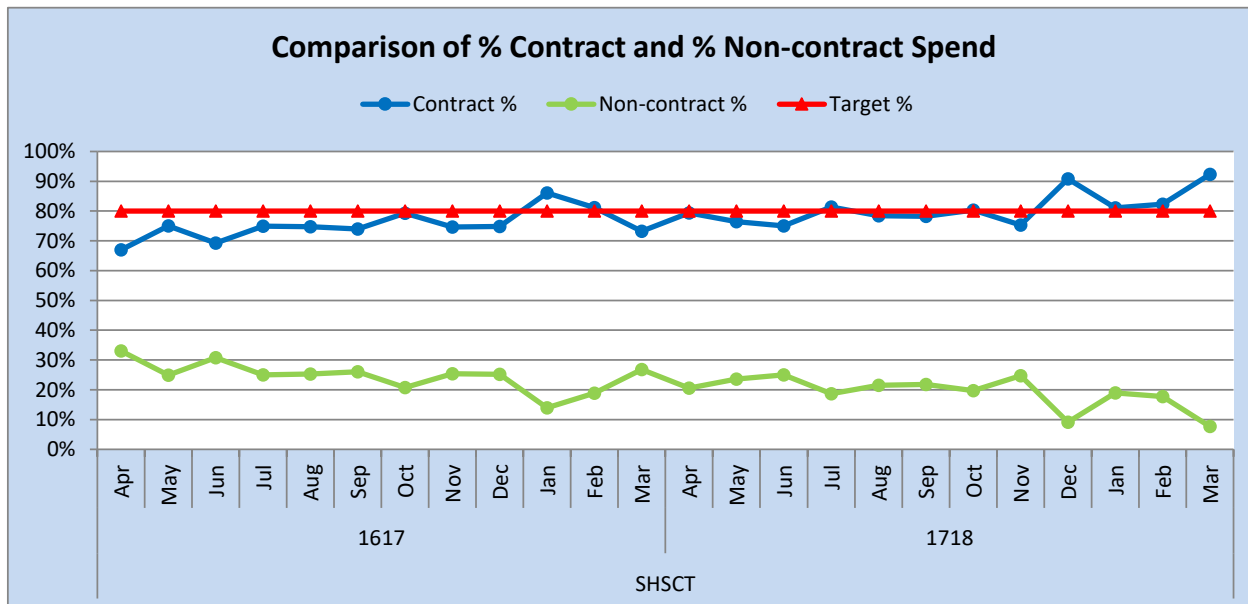


2.2 Contract Expenditure as a % of Total FPL Spend

Total Managed Spend would include the expenditure detail from FPL POP (purchase order – both catalogue and non catalogue) and NON POP (non purchase order) systems. We are able to provide Total Managed Spend information as an annual regional figure however we are currently unable to provide this expenditure as a monthly breakdown because of the inability to obtain information on contract expenditure from the FPL NON POP system.

For the purposes of this report:

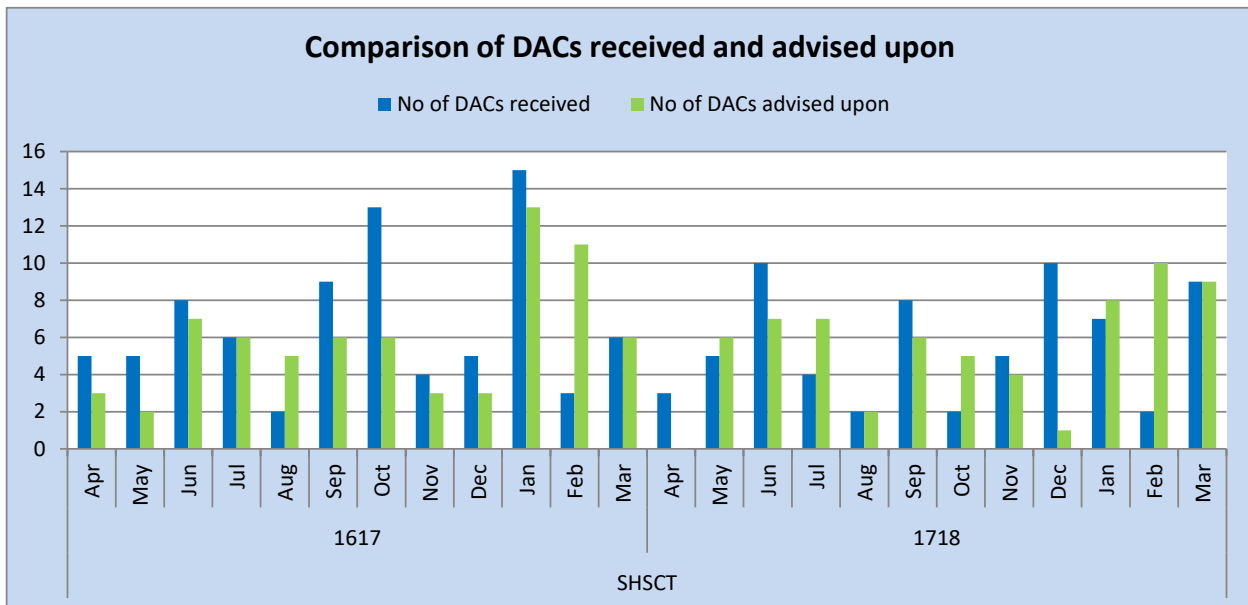
The following graph shows the SHSCT comparative position during the last 24 months (the NON POP expenditure is not available and is therefore excluded).



The contract spend for POP Activity year 1718 is: **£32,587,787**
The average contract coverage year 1718 is: **82.75%**

3. Compliance Unit

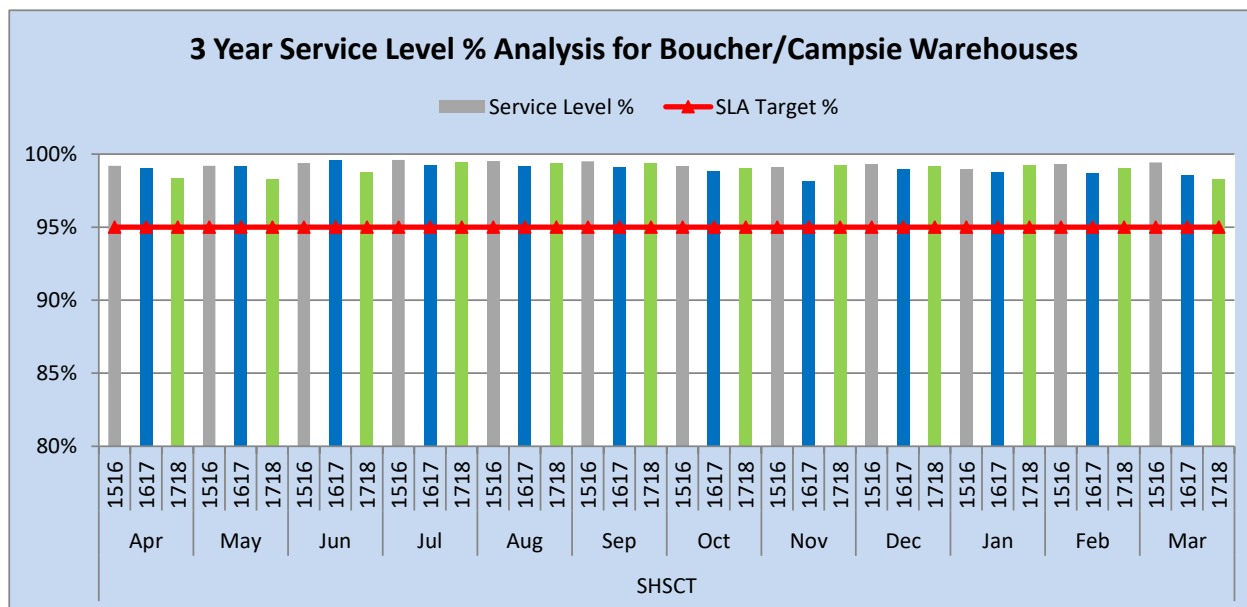
BSO PaLS Compliance Unit provides advice and guidance with regard to Single Tender Action (STA) activity within each Entity. The new name for STA is Direct Award Contract (DAC). The graph below shows the last 24 months of DACs received and advised upon by the BSO PaLS Compliance Unit.



4. Logistics

4.1 General Stock Service - BSO Warehouse Service Level

Our stock management system ensures appropriate inventory levels and our stocks are stored in optimum environmental conditions to ensure minimum deterioration and are rotated systematically to prevent obsolescence. The receipt of requests from HSC organisations (100% of which are received electronically) generates picking and marshalling activities, and orders are packed for dispatch. This KPI represents the Service Level for Goods issued from the Warehouses based in Boucher and Campsie. The parameters for this report are derived from the total lines ordered against total lines shipped.

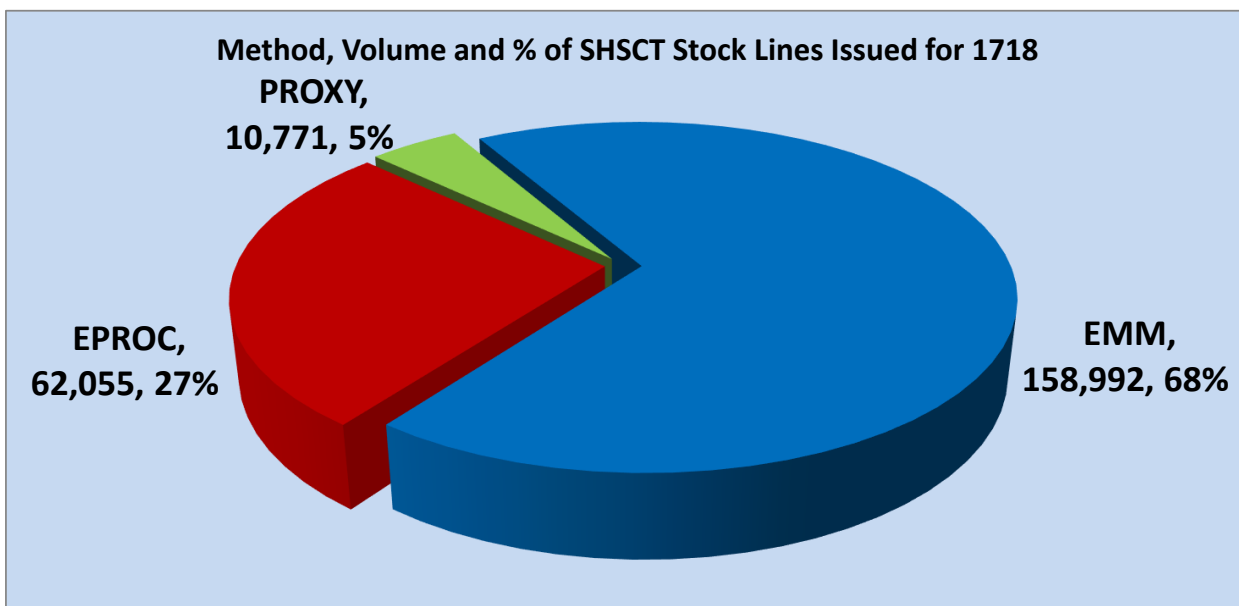
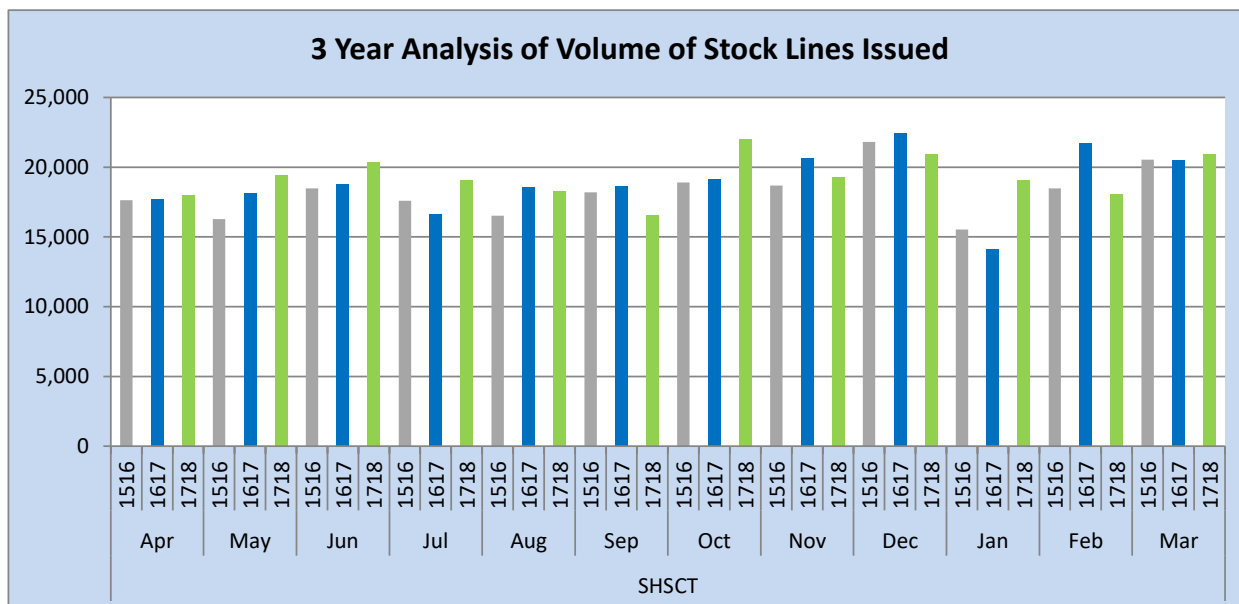


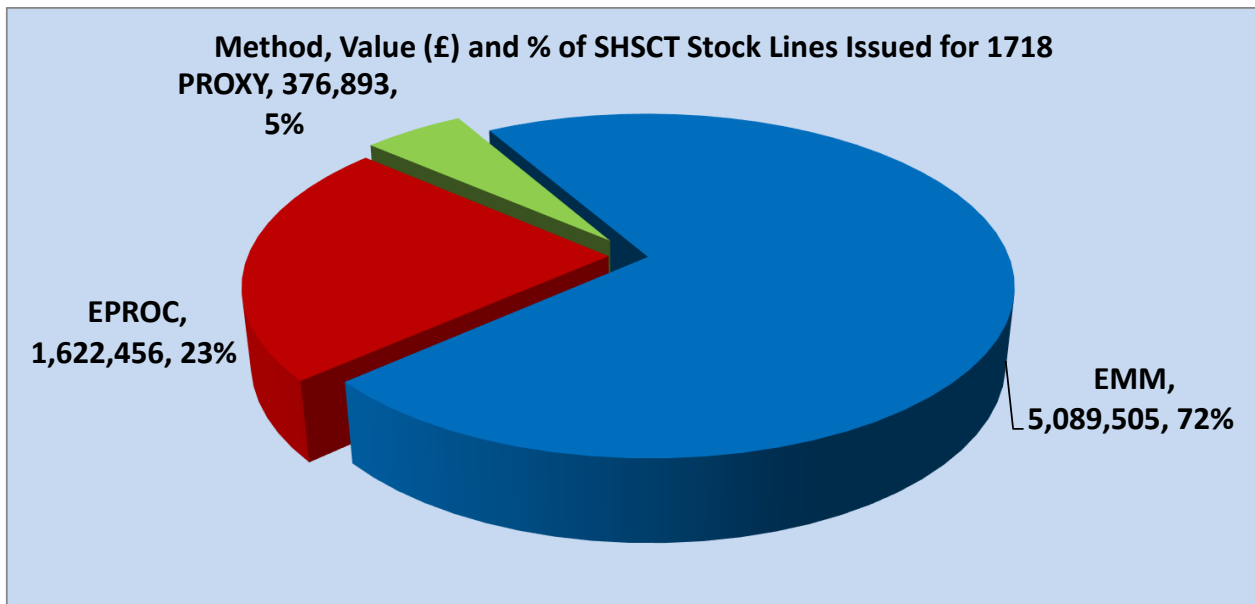
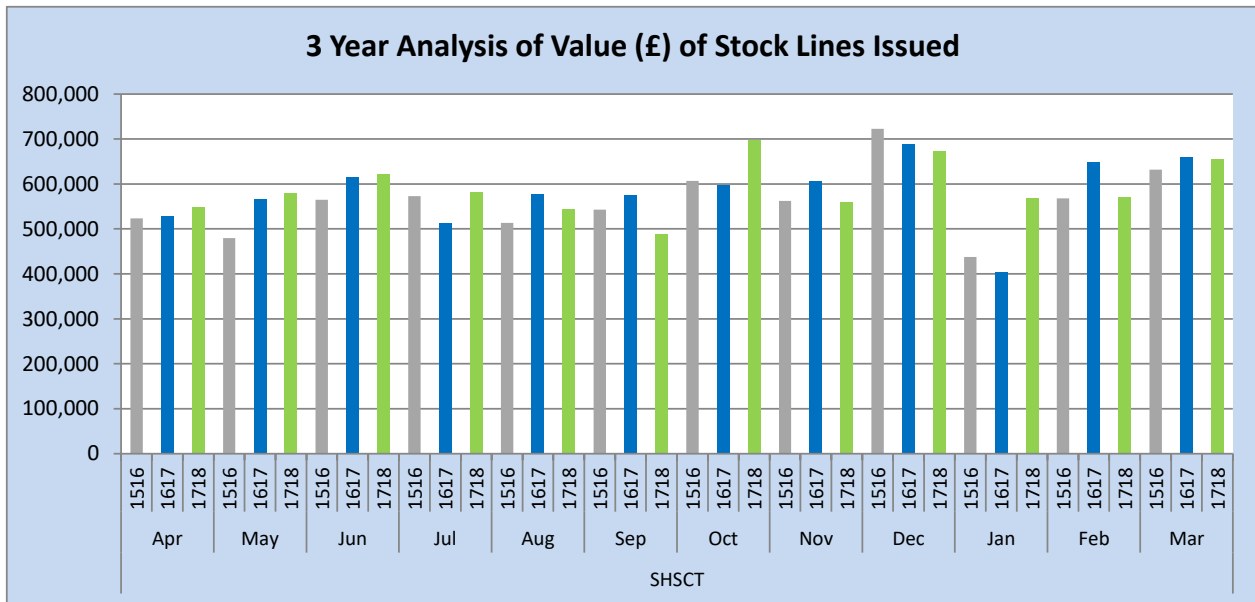
Average Stock Service Level:	1516	99.31%	1718	98.97%
	1617	98.93%		

4.2 General Stock Service - Provisions (EMM, e-Procurement and Proxy Activity)

Stock Requisitions in the FPL system are turned into orders and are known as Provisions. These Provisions are requested from BSO PaLS Logistics in one of three ways:

1. Electronic Materials Management (EMM) - This is a system which BSO PaLS developed with its customers and introduced into wards/departments to make best use of space and simplify and automate re-ordering of goods by product bar-coding scanning. EMM utilises a “two bin” system to control stock and simplify replenishment with PaLS staff ordering goods electronically on hand-held devices on behalf of nursing staff thus increasing their time to nurse patients.
2. e-Procurement – this is the module within the FPL system which allows the end user to create a shopping basket from a catalogue and order the goods required on a self-service basis.
3. Proxy inputting is where the customer does not have access to eProc and submits their request to a named member of staff.

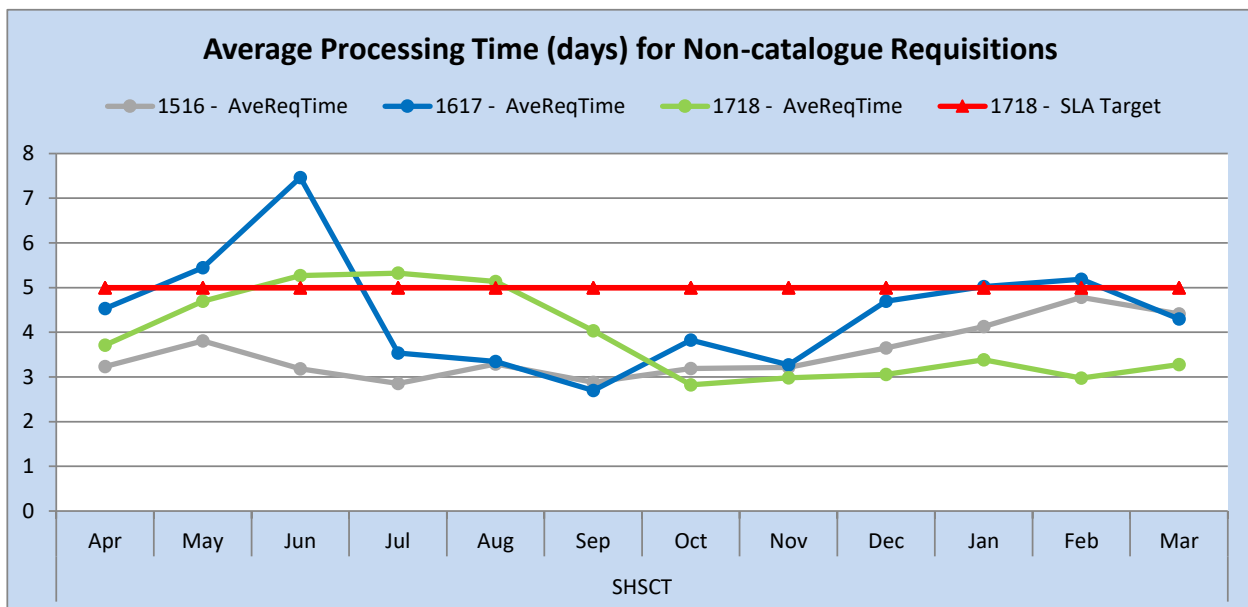




5. Procurement - Operations

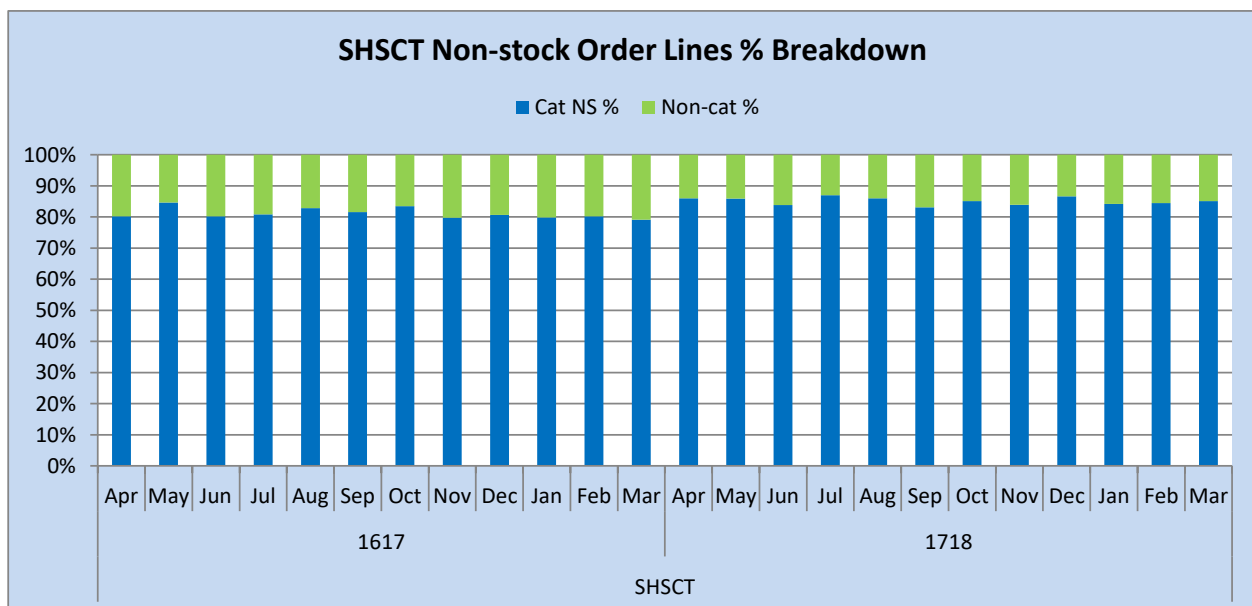
5.1 Average Processing Times

The graph below depicts the average processing time per approved requisition line. This is the time taken from the date which a requisition is approved within an organisation until the creation and release of a purchase order. Sometimes requisitions are referred back to the Trust / Board / Organisation, or suspended. The FPL system does not stop the clock on such requisitions, which was a feature of the previous ordering system, hence this is reflected in an increase in the average processing times.



Average process time (days):	1516	3.55	1718	3.89
	1617	4.44		

5.2 Non-stock Order Lines % Breakdown



Catalogue NS Lines during 1718	206,408	Non-catalogue Lines during 1718	36,272
	85.05%		14.95%

5.3 Number of Requisitions referred back

Requisitions are referred back to end users for a discrete amount of reasons which are logged within the FPL system. The table below illustrates the metrics on these refer backs.

Entity	SHSCT
Reason	REFER BACK
FinYear	1718

Reason Detail	Total
CATALOGUE ITEM	1,015
FOR CANCELLATION	288
MORE DETAILED INFORMATION REQUIRED ON GOODS/SERVICES	208
APPROVAL REQUIRED FOR INCREASED VALUE OR NO VALUE	202
MORE INFORMATION REQUIRED	172
DIRECT AWARD CONTRACT REQUIRED	45
PAPERWORK (AMENDMENT) REQUIRED	25
POST PURCHASE	17
FURTHER APPROVAL REQUIRED	17
FURTHER TRUST APPROVAL REQUIRED, OTHER THAN TECHNICAL BUYER	5
TECHNICAL BUYER APPROVAL	4
Grand Total	1,998

5.4 Number of Requisitions suspended

Requisitions are suspended for a discrete amount of reasons which are logged within the FPL system. The table below illustrates the metrics on these suspensions.

Entity	SHSCT
Reason	SUSPENSION
FinYear	1718

Reason Detail	Total
AWAITING PRICE	2,577
DIRECT AWARD CONTRACT REQUIRED	98
NEW TRADER REQUEST	16
DURING QUOTATION PERIOD	14
PPQ PROCESS	4
TRADER AMENDMENT	1
DURING EU TENDER PERIOD	1
Grand Total	2,711

6 Procurement – Sourcing

6.1 Number of challenges received (legal (writ) and other) or on-going

The figures in the tables below refer to challenges received, on-going and withdrawn each month for Regional Tenders.

Legal Challenges

Entity	FinYear	Month	Received	On-going	Withdrawn
Regional	1718	Apr	0	1	0
		May	0	1	0
		Jun	1	1	0
		Jul	3	2	0
		Aug	0	5	0
		Sep	0	5	0
		Oct	0	4	0
		Nov	0	4	0
		Dec	0	2	2
		Jan	0	1	1
		Feb	0	1	0
		Mar	0	1	0

Other Challenges

Entity	FinYear	Month	Received	On-going	Withdrawn
Regional	1718	Apr	0	0	0
		May	0	0	0
		Jun	1	0	0
		Jul	0	1	0
		Aug	0	0	1
		Sep	0	0	0
		Oct	0	0	0
		Nov	0	0	0
		Dec	0	0	0
		Jan	0	0	0
		Feb	0	0	0
		Mar	2	0	0

6.2 Number of tenders stood down due to a challenge (legal (writ) and other)

The figures in the table below refer to tenders stood down each month for Regional Tenders.

Entity	FinYear	Month	Legal	Other
Regional	1718	Apr	0	0
		May	0	0
		Jun	0	0
		Jul	0	0
		Aug	0	0
		Sep	0	0
		Oct	1	0
		Nov	0	0
		Dec	0	0
		Jan	0	0
		Feb	0	0
		Mar	0	0

6.3 Sourcing Savings

The total net value of Sourcing Savings for this period is depicted in the table below

Entity	FinYear	Month	Total
SHSCT	1718	Apr	174,468
		May	121,934
		Jun	120,491
		Jul	119,407
		Aug	118,854
		Sep	117,960
		Oct	118,787
		Nov	121,097
		Dec	121,454
		Jan	129,643
		Feb	130,657
		Mar	120,882
Grand Total			1,515,633

6.4 Number of competitions (work in progress)

The figures in the table below refer to competitions being progressed for your Entity

Entity	FinYear	Month	Local	Multi	Regional	Total
SHSCT	1718	Apr	34	18	237	289
		May	40	15	241	296
		Jun	40	14	235	289
		Jul	41	14	240	295
		Aug	40	14	249	303
		Sep	36	13	251	300
		Oct	35	11	248	294
		Nov	39	10	252	301
		Dec	40	10	259	309
		Jan	39	9	261	309
		Feb	49	9	272	330
		Mar	51	9	290	350