

Notes of an informal meeting to discuss entrust performance (KPI's)
24 January 2024

Present: Cllrs Wilcox, Francis, and Pert. Officers: Ian Turner and Deena Hughes.

Apologies: Cllr Yates

The meeting had been arranged following consideration of a report taken to Corporate O&S on 6 November 2023. Report and minutes link:

<https://moderngov.staffordshire.gov.uk/ieListDocuments.aspx?CIId=604&MIId=16602&Ver=4>

The informal meeting was to consider the current situation with Entrust as a company and the Service Delivery Agreement with the Council and to think about the expectations of these two aspects of the arrangement and how the performance could be measured.

Officers explained the background to Entrust. When it was set up there were two strands to the agreement:

1. The company with a 49% share held by the County Council and;
2. Service Delivery Agreements(SDA) which carried KPI's.

The school related support services that Entrust now deliver are greatly reduced compared to 10 years ago and amount to approximately £500k (roughly the equivalent of 10 FTE posts) e.g. Education improvement, Governance services, HR for academy conversions etc.

The majority of the services are property related, such as new schools and expansions, corporate property projects and all types of maintenance, as well as catering, cleaning and grounds on corporate properties and the remaining maintained schools.

Entrust hadn't been able to grow and develop as a company as they had envisaged at the outset of the arrangement which had resulted in them not making the profits originally envisaged.

The report which had been presented to Corporate O&S in November, related to the SDA part of the agreement not the Company part.

The Company now had 2 Directors representing the Council and discussions were being held on their role and responsibilities.

Officers informed members that they were comfortable with current performance and reported that there were no substantial issues.

However, it was understood that councillors needed to know and scrutinise performance.

Members were concerned with the current relevance of the KPI's and if they were measuring inputs/outputs and if everything was achieving 100%, how challenging were the indicators. Members wanted to see indicators which would demonstrate the difference that Entrust was making to the public, so matched to performance and current activity.

During the discussion it was agreed that outcomes and outputs would demonstrate achievement for the public.

Recommended: that the Committee keep Entrust in the Work programme as a pending issue until there are changes to the contract or Governance arrangements which would need member involvement and pre-decision scrutiny.