

Reidmark success stories: Manchester Enterprises

Why reporting is key for contract management

As the holder of the second largest IAG contract in the UK, Manchester Enterprises delivers services to almost 18,000 clients through a network of 13 sub-contractors.

The five-strong team at the headquarters in Manchester city centre are conscious of their responsibility and the need to be accountable to their stakeholders. So when it came to choosing an IT system, ease of reporting was top priority. Operations co-ordinator Jane Britton explains:

“Reporting is essential not only to meet the LSC requirements but also for effective contract management. We have an obligation to our stakeholders - local authorities, colleges, Jobcentre Plus and other organisations - who are working with us to develop protocols and we need to be able to prove to them what we are doing. Since Manchester Enterprises is also the local economic development agency, the data we compile is passed to area managers and used for wider purposes.”

Reidmark's IAG manager system was installed in May 2005 and, although some adjustments had to be made to suit the organisation's particular needs, Jane and her colleagues are pleased with the results.

She adds: *“It's not just about being able to put the numbers in and get them out. The range and depth of reports and the ability to compare data is very important to us. I think we probably report in greater depth than other organisations given that we cover 10 local authority areas. IAGmanager gives us all the relevant client information - sex, disabilities, postcode and so on - and it provides lots of geographical data too, which is ideal for our needs.”*

Jane says she is also interested in the mapping tool, a new feature currently under development that will show delivery achievements in relation to demographic and geographical data.

Reidmark has also developed a special module for the new Skills Coaching pilot project, which Manchester Enterprises is taking part in.

Zoe Taylor, systems communications officer, advises that IAGmanager has made reporting much easier and much faster. Managers can pull off client profiles and postcodes and compare them with census data showing areas of deprivation. As sub-contractors are at the forefront of service delivery the IAG team has encouraged them to use the system to its full potential.

“The system provides sub-contractors with tools to review their own performance,” says Zoe. “It is also good for us because it makes it much easier for us to monitor them.”

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