



North Tyneside Council

Overview, Scrutiny & Policy Development Committee

Friday, 3 January 2020

Monday, 13 January 2020 0.02 Chamber - Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY **commencing at 6.00 pm.**

Agenda Item	Page
<p>1. Apologies for Absence</p> <p>To receive any apologies for absence</p>	
<p>2. Appointment of Substitute Members</p> <p>To receive a report on the appointment of Substitute Members.</p>	
<p>3. Declarations of Interest and Notification of any Dispensations Granted</p> <p>You are invited to declare any registerable and/or non-registerable interests in matters appearing on the agenda, and the nature of that interest.</p> <p>You are also invited to disclose any dispensation in relation to any registerable interests that have been granted to you in respect of any matters appearing on the agenda.</p> <p>You are also requested to complete the Declarations of Interests card available at the meeting and return it to the Democratic Services Officer before leaving the meeting.</p>	
<p>4. Minutes</p> <p>To confirm the minutes of the Overview, Scrutiny & Policy Development Committee meeting held on 21 October & 4 November 2019.</p>	5 - 8
<p>5. Retail and Town Centre Sub Group</p> <p>To receive the report and recommendations of the Retail and Town Centre Sub Group.</p>	9 - 20

Members of the public are entitled to attend this meeting and receive information about it. North Tyneside Council wants to make it easier for you to get hold of the information you need. We are able to provide our documents in alternative formats including Braille, audiotape, large print and alternative languages.

Agenda Item	Page
<p>6. 2020/21 Budget Scrutiny Report</p> <p>To consider the report produced by the Budget Sub-group</p>	21 - 30
<p>7. Technical Services Partnership - Capita Quarterly Update</p> <p>To receive a update report for Quarter 2 ('Q2') of the financial year, detailing Partnership performance from July to September 2019 against the agreed Annual Service Plan for 2019/20.</p>	31 - 62
<p>8. Exclusion Resolution</p> <p>The Committee will be requested to pass the following resolution:</p> <p>Resolved that under Section 100A(4) of the Local Government Act 1972 (as amended) and having applied a public interest test as defined in Part 2 of Schedule 12A of the Act, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act.</p>	
<p>9. Technical Services Partnership - Capita Quarterly Update Further information</p>	63 - 66

Circulation overleaf ...

Members of the Overview, Scrutiny & Policy Development Committee

Councillor Jim Allan (Deputy Chair)
Councillor Brian Burdis
Councillor Sandra Graham (Chair)
Councillor Janet Hunter
Councillor Andy Newman
Councillor Martin Rankin
Councillor Joe Kirwin
Councillor Willie Samuel

Councillor Alison Austin
Councillor Karen Clark
Councillor Muriel Green
Councillor Anthony McMullen
Councillor Pat Oliver
Councillor Debbie Cox
Councillor Les Miller

Michelle Ord, Parent Governor Representative
Michael Vine, Church Representative
Stephen Fallon, Church Representative

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Overview, Scrutiny & Policy Development Committee

Monday, 21 October 2019

Present: Councillor S Graham (Chair)
Councillors J Allan, A Austin, K Clark, D Cox, M Green,
J Kirwin, A McMullen, A Newman, P Oliver, M Rankin,
and W Samuel

S Fallon – Church Representative
M Ord – Parent Governor Representative
M Vine – Church Representative

Apologies: Councillors B Burdis, Janet Hunter and L Miller

OV20/19 Appointment of Substitute Members

Pursuant to the Council's constitution the appointment of the following substitute Member was reported: - Councillor J O'Shea for Councillor B Burdis.

OV21/19 Declarations of Interest

There were no Declarations of Interest

OV22/19 2020-24 Budget and Financial Plan

The Committee received a briefing presentation from the Head of Resources to how the budget process was undertaken and set in 2019/20. It was stated that the up and coming budget review would be for 1 year due to the significant uncertainty all Local Authorities face at the present time.

The Committee was informed that the 2020-2024 Financial Planning and Budget Process: Cabinet's Initial Budget Proposals would be considered at its meeting on the 25 November 2019.

The Committee then received a presentation from the Head of Corporate Strategy on the 2020/21 Budget Engagement Approach.

The presentation provided information to the various approaches for engagement for the range of the targeted audiences.

Members raised the need to ensure that the timing of engagement events enabled all stakeholders the opportunity to attend and to make their views known.

A member raised interactive tools used by other Authorities and asked if similar approaches had been investigated for North Tyneside engagement. In response it was stated that consideration was given to this type of engagement tools, however it was viewed the feedback North Tyneside receives from its engagement was of greater quality and value.

A member stated that locations where engagement takes place should be carefully considered, to allow a greater diverse view to be provided. The committee was informed that work had taken place to ensure this would be provided.

It was **Agreed** that the presentation on the Budget and Engagement Approach for 2020/21 be noted.

Overview, Scrutiny & Policy Development Committee

Monday, 4 November 2019

Present: Councillor S Graham (Chair)
Councillors J Allan, A Austin, M Green, Janet Hunter,
A McMullen, P Oliver, J Kirwin and W Samuel

Apologies: Councillors B Burdis, K Clark, A Newman, M Rankin,
D Cox and L Miller
S Fallon – Church Representative
M Vine – Church Representative

OV23/19 Appointment of Substitute Members

Pursuant to the Council's constitution the appointment of the following substitute Member was reported: - Councillor J Stirling for Councillor B Burdis.

OV24/19 Declarations of Interest

There were no Declarations of Interest

OV25/19 Minutes

Resolved that minute of the meeting held on 2 September 2019 be confirmed;

OV26/19 Efficiency Savings Programme:2019/20 Quarter 2: Progress Report

The Head of Resources attended the meeting and presented the Quarter 2 position of the Efficiency Savings Programme as at 30 September 2019.

The overall savings requirement for the 2019/20 business cases was £10.533m.

The update set out each project that would deliver the required savings whilst delivering priority outcomes within the agreed Efficiency Plan.

At the quarter two position;

- £1.923m has been delivered against the overall target via project activities outlined in associated business cases;
- A further £4.430m is expected to be delivered against the targets during the course of the financial year;
- Another £1.400m of underachieving projects are projected to be achieved by management action mitigation in-year;

- £2.780m of the overall target remains to be delivered at this stage of the financial year.

Particular focus was made to the position of the projects that showed RAG ratings that were red and further information was given to the Committee.

It was **AGREED** that the Efficiency Savings Programme: 2019/20 Quarter 2: Progress be noted.

Meeting: Overview, Scrutiny and Policy Development Committee

Date: 13 January 2020

Title: Retail and Town Centre Sub Group

Author: Michael Robson

Tel: 643 5359

Service: Law and Governance

Wards affected: All

1. Purpose

- 1.1. This report presents the report and recommendations of the Retail and Town Centre Sub Group for consideration and invites the Committee to either approve, amend or reject the report and recommendations for submission to the Cabinet.

2. Recommendation

- 2.1 The Committee is recommended to approve the report and recommendations of the Retail and Town Centre Sub-Group for submission to the Cabinet.

3. Information

- 3.1 At its meeting on 11 September 2018 the Economic Prosperity Sub-Committee agreed to appoint a time limited sub group to:
 - a) examine the existing local plans and strategies that aim to develop town and retail centres in North Tyneside;
 - b) examine national policies, strategies, campaigns and reports, including
 - c) examine how the retail sector and consumer behaviour have changed and how retailing may develop in the future;
 - d) examine what other local authorities have done to successfully remodel their town centres; and
 - e) formulate evidence based recommendations as to how the Council might shape its regeneration plans to develop and support sustainable retail and town centres in North Tyneside.
- 3.2 The Retail and Town Centre Sub Group met with a wide range of stakeholders and considered various policy documents and research papers to consider the issues facing the retail sector and to understand the current plans and strategies. Based on this evidence and taking into account advice from the Council's Head of Regeneration and Economic Development the sub group have prepared the report and recommendations attached as Appendix 1.

- 3.3 The report and recommendations were approved by the Economic Prosperity Sub-Committee at its meeting on 5 November 2019 for submission to the Overview, Scrutiny and Policy Development Committee.
- 3.4 In accordance with the Council's Constitution the Committee must decide to either approve, amend or reject the report and recommendations for submission to the Cabinet. If the Committee is minded to make amendments to the report or recommendations, any changes should be supported by evidence.
- 3.5 If the report is approved it will be submitted to the Cabinet on 20 January 2020.

4. Background Information

- 4.1 The following background documents have been used in the compilation of this report and are available from the report author:
- Minutes of the Economic Prosperity Sub-Committee 11 September 2018 and 5 November 2019
 - Council Constitution

The Future of Retail and Town Centres



October 2019

1. Introduction

- 1.1 The Council's Economic Prosperity Sub-Committee is a scrutiny committee. It has no decision making powers but it examines matters relating to the economy, transport and tourism in North Tyneside and makes recommendations to the Elected Mayor and her Cabinet to help shape the Council's future policies, plans and strategies.
- 1.2 In determining its work programme for 2018/19, the Deputy Mayor, Councillor Bruce Pickard, suggested that the sub-committee could usefully investigate the future role and nature of town and retail centres. Councillor Pickard posed the question that if the Council were to regenerate its town and retail centres, how could it develop sustainable retail models in the light of the growth of online shopping?
- 1.3 In response the sub-committee appointed a sub group to examine the future of North Tyneside's retail and town centres and to formulate recommendations as to how the Council might shape its regeneration plans to develop and support sustainable retail and town centres in North Tyneside. The following members agreed to serve on the sub group:
Councillor John Harrison (Chair)
Councillor John O'Shea
Councillor Sandra Graham
Councillor Janet Hunter
Councillor Willie Samuel
Councillor Frank Lott
(Councillor Judith Wallace also attended a number of meetings.)

2. Objectives and Key Lines of Enquiry

- 2.1 The sub-group were asked to:
- a) examine the existing local plans and strategies that aim to develop town and retail centres in North Tyneside;
 - b) examine national policies, strategies, campaigns and reports;
 - c) examine how the retail sector and consumer behaviour have changed and how retailing may develop in the future;
 - d) examine what other local authorities have done to successfully remodel their town centres; and
 - e) formulate evidence based recommendations as to how the Council might shape its regeneration plans to develop and support sustainable retail and town centres in North Tyneside.

3. Methodology

- 3.1 The sub group agreed to base its work on a self-assessment checklist, produced by the Local Government Association, to gauge the effectiveness of current plans, partnerships and activities aimed at revitalising the borough's retail and town centres. The group met a wide range of stakeholders (listed in Appendix A) to discuss the issues facing the retail sector and to understand the existing plans and strategies. The sub group have also considered numerous policy documents and research papers in relation to the future of

retail and town centres. These are also listed in Appendix A together with hyperlinks to the documents for reference purposes.

- 3.2 The sub group agreed that it wished to produce a short, concise and easy to read report. The content of this report is therefore focused on the group's conclusions and recommendations. The supporting evidence is referenced in the Appendix and in the notes of the meetings with the key stakeholders, available on request.

4. Vision

- 4.1 The Council must provide leadership and vision.
- 4.2 The current policy direction is set out in Our North Tyneside Plan, the North Tyneside Local Plan and the Authority's regeneration strategy as set out in "An Ambition for North Tyneside" together with regional policy including the Local Enterprise Partnership's Strategic Economic Plan, the North of Tyne Combined Authority's Economic Vision. The Local Plan seeks to ensure town centres are recognised and protected as key locations for a diverse range of uses such as retailing, leisure, offices, cultural activities, community facilities and also provide an important, sustainable location for housing. The Local Plan recognises that each of the town centres in the Borough are individual and face a variety of different issues and so it contains area specific strategies.
- 4.3 "An Ambition for North Tyneside" provides a list of regeneration priorities and projects across the borough based on four sub areas within the borough but it does not provide a clear vision for our town centres.

Cabinet is therefore recommended to develop a vision for the future development of our town centres over the next 10-15 years to complement the Ambition and Local Plan, identifying and building upon their unique selling points.

In preparing the vision the Cabinet is recommended to give consideration to the findings and conclusions of the sub group as set out in the remainder of this report.

- 4.4 The vision should be supported with an up-to-date and robust evidence base. A comprehensive retail study supported the local plan (2014) and it is noted that town centre vacancy rates are regularly monitored by the Council. Rapid changes have occurred in the retail sector and so on-going monitoring of each of the town centres to gather key performance data will be helpful in understanding the trading position. Understanding the key strengths of the centres, their challenges and areas that would benefit from improvement will assist in monitoring of their vitality and viability. In the course of its investigation the sub group has obtained evidence which should be considered as part of any study. However, it is noted that much of the commercial intelligence around town centres, i.e. rental values and property deals which give an insight into the health of a centre is confidential and not in the public domain. Moreover, it is also recognised that data will only provide an empirical view of town centres. It is also important to have a qualitative assessment of our places as well as a quantitative assessment.

- 4.5 The vision for our centres needs to be aligned with Our North Tyneside Plan and other key plans and strategies such as the Transport Strategy, Safer North Tyneside Strategy and Joint Health & Wellbeing Strategy so that any regeneration helps to deliver the Council's broader policy objectives such as encouraging sustainable travel, creating dementia friendly communities, reducing alcohol misuse and reducing crime and disorder. It also needs to align with emerging guidance and advice from Central Government which will be the basis on which further national funding for town centres is made available.
- 4.6 The Council needs to consider the potential impact of any future clean air zone charging on town and retail centres.

5. Governance

- 5.1 The Elected Mayor and Cabinet have provided leadership and a clear strategic direction in Our North Tyneside Plan, the North Tyneside Local Plan and An Ambition for North Tyneside. A more local level of leadership and governance is also required to:
- formulate and deliver individual interventions that will support town centres in line with an agreed vision.
 - engage with business, communities other stakeholders; and
 - involve ward councillors.
- 5.2 During the course of its investigation the sub group has engaged positively with a range of established key partners/contacts on the future of retail and town centres and they appear willing to work with the Council. These contacts and relationships should be developed to establish the public/private partnerships that will be required to deliver the vision for our centres. It is recognised that there are already strong networks in place through the Chambers of Trade who are already actively engaged in activities which promote their respective centres. It will be important for the Council to align any activities with the Chambers to ensure there is complementarity.
- 5.3 Communities need to be effectively engaged in the process to determine their views and aspirations and to build a consensus around the vision. The group supports the intention that communities will be consulted when firm regeneration projects have been prepared.

6. Adaptation

- 6.1 The group have been told there is too much retail space in town centres. This is common to many towns who have too much of the wrong type of retailing floorspace in terms of unit size and configuration.
- 6.2 The town centres therefore need to adapt and broaden their offer to become "activity based community gathering places" and to "create areas where you want to be" seeking to provide a mix of commercial, leisure, health, cultural, employment and residential uses with pop up events and clusters of activity. However, it is acknowledged that this needs to be market led i.e. any broadening and diversification of the town centre offer has to be financially

sustainable and provide outcomes which contribute towards our overall objectives to ensure the long term sustainability of our centres.

- 6.3 Town centres need to offer new alternative anchor attractions such as leisure, health or community facilities and create ways to connect with existing nearby attractions such as the Fish Quay, Spanish City and Segedunum. Whilst the public sector can often intervene in areas by investing in assets such as Spanish City to drive footfall and economic activity, the success of our centres will ultimately rely on a broader private sector led offer.
- 6.4 Wallsend, North Shields and Whitley Bay each have retail areas and property which present opportunities for adaptation. These areas tend to be on the edges of the centres. There is potential to convert decaying, vacant or inflexible retail property to residential or office space. However, consideration will need to be given to the financial viability of such schemes together with overall development costs. Where appropriate, strategies for land assembly can be refined , which have the potential to bring together, landlords to create opportunities to secure the investment required to transform areas of town centres.

7. Planning

- 7.1 When the Local Plan was adopted in 2017 Policy DM 3.5 was included to protect designated primary and secondary shopping areas. Under Regulations the Council is required to review the Local Plan after 5 years. As part of any statutory review the Local Plan will need to reflect changes in retail sector and Government advice and guidance on town centres. It may also be possible to provide more locally based policies as part of a Local Plan Review which provide more site specific proposals for our town centres.
- 7.2 As things currently stand, the Council as Local Planning Authority has some control of town centre development through the application of policies contained in the Local Plan. This is through the determination of planning applications for new developments including some changes of use. However, for the most part, control rests with private sector landlords and property owners who ultimately have control over the management of their own properties. The Government has also sought to reduce beaurocracy and has granted more freedom to property owners through the extension of permitted development rights (e.g. change of use from office to residential). Whilst the Sub-Group recommends that Council should lobby the Government for greater control through the planning framework, it acknowledges that this may not alter eventual outcomes as proposals may accord with national and local planning policies.
- 7.3 The North Tyneside Local Plan provides for the development of 16,593 new homes in the 20 year period up to 2032. A key strand of future activity should be to see how town centres can serve the growing populations, particularly those living in the Murton Gap and Killingworth Moor areas, and how any new local retail developments can complement neighbouring town centres.
- 7.4 The sub group acknowledges the significance of retail parks such as Silverlink Shopping Park and the contribution they make to the economy of the

borough. The Council should continue to support their future development when this is in line with national and local planning policies. The Council must however be mindful of the likely impact on town centres of any future growth of retail parks and keep under review the effectiveness of its town centre first approach towards new development for main town centre uses (Local Plan Policy DM 3.4) and if necessary, strengthen its policies.

8. Cultural Events

- 8.1 Cultural events such as the Victorian Christmas Market in North Shields have increased footfall in town centres and have benefitted the local economies. This has included recent events in North Shields supported by the Business Chamber. In light of financial pressures, the Council increasingly supports private and community partners to deliver events in town centres rather than delivering them itself. Whilst event space is sometimes limited in town centres, the sub group acknowledges that the success of an event is often down to its location and accessibility by both car and public transport. It is often the case that event organisers will specifically target non town centre locations for reasons of accessibility.
- 8.2 Consideration will therefore need to be given to creating connections between events and town centres and to create better event spaces in town centres in order to maximise the opportunity for broadening the visitor experience and town centre offer.

9. Place Branding & Marketing

- 9.1 People more readily identify with the towns in North Tyneside rather than the borough as a whole or its four quadrants (north east, south west etc.) It is important to recognise that the Chambers of Trade will have their own views on branding and may be best placed to lead on this for their respective town centres. Of equal importance is the need to market the town centre offer and experience to those who currently do not see them as a destination of choice. Again, the role of the Chambers of Trade to lead on this promotion is essential.

10. Public Realm

- 10.1 People want attractive, healthy and safe places to go. The Council has a vital role to play in continuing its investment into the infrastructure of town centres such as roads, pavements, lighting, street furniture. The sub group noted the recent improvements in Forest Hall and the impact that this had achieved. Whilst recognising the significant financial challenges of public realm works, any future projects should seek to provide attractive spaces in which people can socialise, reduce the amount of inappropriate street furniture and provide effective directional signage. The Council must also continue to maintain the cleanliness of centres, ensuring for example that streets are tidy and public toilets are in working order.

11. Technology

- 11.1 Technological infrastructure and connectivity is good in the town centres and is about to be improved with the installation of full fibre connections and 5G networks. This technology offers businesses with opportunities to market on-line, develop their own websites, use social media, operate click and collect models of retail or collaborate with others to develop town centre websites.
- 11.2 The Council has a role to play in supporting businesses to maximise the opportunities presented by the technology by offering skills training through its business support services and help co-ordinate on line marketing strategies through its social media presence and websites such as visitnorthtyneside.com

12 Funding

- 12.1 The Government has established a £675m Future High Streets Fund to help local areas prepare long-term strategies for their high streets and town centres and co-fund infrastructure and land assembly projects. Whilst the Council was unsuccessful in progressing to the second round of this, it is anticipated that further rounds will be announced and the Council is reviewing how to improve its chance of success in future rounds.
- 12.2 The sub group notes that the North of Tyne Combined Authority has allocated £200,000 from its Business Case Development Fund to undertake a North Shields and Fish Quay Masterplan and Business Case Development Study. The outcome of this work will be used to attract investment from several sources and could support an application to the Government's Future High Streets Fund. The sub group urges the Council and its partners to work together to secure funding as and when it becomes available from a range of sources including Central Government.
- 12.3 Further consideration should be given to how funds derived from the Community Infrastructure Levy and Section 106 agreements might be used to aid town centre regeneration. The Group acknowledged that in respect of any Section 106 planning contributions, these will need to meet the relevant tests and criteria and will need to be directly related to the development which is being considered through the planning process.
- 12.4 The sub group believes that formulating a broad vision for our town centres which reflects the current structural changes will help attract and secure further grant funding and inward investment.

13 Expectations of Business Community

- 13.1 The group recognises that the Council has only limited scope for intervention in defining our town centre offer as ultimately shops and services are private enterprises. Retailers should be encouraged to have a greater stake in our centres and to work with the Council where appropriate.

However, the sub group acknowledges that retailers and leisure operators are commercial entities and are often bound by their own internal policies and

governance. Also, at a time when margins are narrow and competition from on-line retail is increasing, there is often less capacity (financial and otherwise) to engage in activities outside their core business. Notwithstanding this, the sub group recommends that the Council continue to work collaboratively with operators to:

- adapt to customer demands to provide a convenient, attractive and unique offer;
- provide excellent customer care;
- embrace new technology;
- connect any marketing initiatives with any overall marketing strategy for the town centre; and
- support cultural events held in the town centres.

- 13.2 The sub group also calls upon national retail chains with branches in our town centres to contribute more to the development and promotion of them. The group found in the course of its investigation a disproportionate burden falling on the independent traders within the towns in co-ordinating marketing strategies, supporting events and improving the condition of the town centres.

14 Monitoring

- 14.1 The sub group suggests that the Cabinet should report to the Economic Prosperity Sub-Committee on its response to this report and, in the longer term, the sub-committee should include within its work programme further scrutiny exercises to examine the delivery of activity and assess their impact.

Sources of Evidence

The following background documents have been considered in the course of the sub group's investigation:

[Revitalising town centres – LGA handbook for council leadership](#)
[North East Local Enterprise Partnership - Strategic Economic Plan](#)
[North of Tyne Combined Authority - Economic Vision](#)
[Our North Tyneside Plan](#)
[North Tyneside Local Plan](#)
[An Ambition for North Tyneside](#)
[North Tyneside Retail and Leisure Study 2014](#)
[The Transport Strategy](#)
[The Parking Strategy](#)
[Forest Hall Public Realm Improvements](#)
[Business Support O&S Report March 2017](#)
[Business Support Services](#)
www.visitnorthtyneside.com
 Local vacancy and footfall rates
 Town centre plans showing commercial use.
[The Portas Review 2011](#)
[The Grimsey Reviews 1 and 2](#)
[Housing, Communities and Local Government Select Committee Report Feb 2019](#)
[Timpson Report Dec 2018](#)
[North East of England Chamber of Commerce – Town Centres: Planning for the Future- Nov 2018](#)
[Centre for Retail Research](#)
[House of Commons Briefing Paper](#)
[National Planning Policy Framework](#)
[The Digital High Street 2020 Report](#)
[The Digital Influence Index](#)
[Smart Street, Moseley Street, Newcastle](#)
[Town Centre Investment Zones –Getting investment back into the high street](#)
[Business Forum](#)
[Business Improvement Districts](#)
[The Future High Street Fund](#)

The sub group would like to place on record its thanks and appreciation to the following people for agreeing to meet with the sub group to discuss and consider the future of retail and town centres:

David Bavaird, Chair of the North Tyneside Business Forum
 Kevin Stephenson, Chair of Wallsend Chamber
 Judith Ramshaw, Royal Quays Outlet Centre Manager
 Paul White, Director of NewRiver REIT plc
 David Menzies, Manager of the Beacon Centre, North Shields.
 Nick Lambert, Manager of The Forum Shopping Centre, Wallsend
 Miles Walton, Chair of the North Shields Chamber of Trade and Commerce
 Julie Summers and Michael Maughan, Whitley Bay Chamber of Trade
 Michael Bell, Senior Asset Manager, and Anthonie Chiu-Smit, The Crown Estate/
 Silverlink Retail Park.
 Poppy Arnold, Elected Young Mayor
 Daniel McTiernan, Deputy Young Mayor

Oscar Daniel, Emily Doughty and Harsh Singh, Youth Councillors
Anne Grimes, Participation and Advocacy Officer
Peter Slegg, Senior Planning Policy Officer
Aidan Dobinson Booth, Development Control Manager
Graham Sword, Senior Manager Regeneration
Ben Kaner, Head of Digital Strategy
Sean Collier, Senior Manger Business and Enterprise
Pete Warne, Tourism and Events Development Manager
Vicki Nixon, Participation and Advocacy Manager
Paul Hanson, Chief Executive
Councillor Bruce Pickard, Deputy Mayor and cabinet member responsible for
regeneration, planning, business and economic development
John Sparkes, Head of Regeneration and Economic Development

Overview, Scrutiny & Policy Development Committee

13 January 2020

Budget Sub - group report

Author: Budget Sub-group

Tel: 0191 643 5318

Wards: All

1 Purpose of Report

To inform Overview, Scrutiny & Policy Development Committee of the work undertaken by the Budget Sub-group in scrutinising the 2020/24 Financial Planning and Budget Process: Cabinets Initial Budget proposals.

2 Recommendations

1. The Overview, Scrutiny & Policy Development Committee is recommended to refer the report with its recommendations and views of the Budget Sub-group, as set out in the report to Cabinet for consideration as part of the 2020/24 budget setting process.
2. That the Budget Sub-group be delegated to make any further recommendations and/or views on behalf of the Overview, Scrutiny & Policy Development Committee to Cabinet at its meeting on the 10 February 2020.

3 Background

The Council's constitution places a duty on the Overview, Scrutiny and Policy Development Committee to examine and contribute to the formulation of the Cabinet's budget and strategic planning proposals.

Invitations were extended to all non executive members of the Council to seek volunteers to serve on the Budget sub group.

The following Members served on the group:

Councillor Sandra Graham
Councillor Jim Allan
Councillor Ken Barrie
Councillor Debbie Cox
Councillor Janice Mole

Councillor John O'Shea
Councillor Paul Richardson
Councillor Willie Samuel
Councillor John Stirling
Councillor Judith Wallace

The group met on the 16 December where Senior Officers presented 2020/24 Cabinets Initial Budget proposals and associated Business Cases under the following headings:

- Effective Treasury Management/Corporate Resources
- Provision of School Development Services
- Commissioning and Asset Management – Application of Fees and Charges Policy
- Commissioning and Asset Management – How we are Organised
- HIF Project Management
- Materials Recycling Contract: Recycling Costs
- Trading Companies

The following Cabinet Members were in also in attendance to provide further insight if/when required.

Councillor B Pickard
Councillor Ray Glindon

A further meeting has been arranged for the Budget Sub-group to reconvene and consider Cabinet Final Budget Proposals for 2020/24 that will take place on Tuesday 4 February 2020.

4 Council Plan

The Our North Tyneside Plan 2020 – 2024 provides the policy framework or context for the Budget proposals.

The Plan continues to be structured in three key themes – Our People, Our Places and Our Economy, however, the refreshed Plan now includes two key policy developments as agreed previously by full Council. These are in relation to the declaration of a climate emergency and the role of the North of Tyne Combined Authority.

Our Places will - recognise the climate emergency by further reducing the Borough's overall carbon footprint. This will include reducing the council's carbon footprint, along with encouraging and enabling everyone to reduce their carbon footprint.

Our Economy will - benefit from the delivery of our ambitious vision, which we created with partners in the North of Tyne Combined Authority. We will have a dynamic and more inclusive economy, which will ensure that all residents have a stake in our region's future.

5 Budget Proposals

The Government's Budget Statement was due to be announced on 6 November 2019, and the Provisional Local Government Finance Settlement were due to be announced on 5 December 2019, however, because of the calling of a General Election the Budget Statement had been delayed.

The delay created significant uncertainty for the Authority when considering its Budget proposals for 2020/21 and further uncertainty when planning for the medium term.

Therefore, the approach taken when planning for 2020/21, was to use the Spending Round announcement delivered to Parliament on 4 September 2019 as recommended by the Ministry of Housing Communities and Local Government in a letter on 5 November 2019.

The initial Budget proposals for the General Fund had been developed in the context of a refreshed Our North Tyneside Plan 2020-2024, in where the Council Plan had been updated to reflect two key policy developments; the Council's declaration of a climate emergency and the context in which the Council now operates as part of the North of Tyne Combined Authority.

The budget proposals covered a four-year planning period from 2020-2024 for the revenue Budget and a five-year planning horizon for the Investment Plan.

Due to the significant uncertainty in relation to the level of funding beyond 2021 due to the changes in the local government finance system. The impact of the move to 75% Business Rates Retention, alongside the Fair Funding Review and Business Rates Reset were still unknown to the Authority at the time of the scrutiny meeting.

This increases the level of risk to financial planning, requiring current Budget forecasts to be closely monitored, and potentially refreshed more frequently than usual, as consequences become clear. The current savings requirement was estimated to be £41.822m over the period 2020-2024, before any proposals around Council Tax increases or the Adult Social Care Precept could be considered.

It was emphasised that the proposals had been developed following several years of cumulative effort to respond to reducing resources and rising costs and cover greater cumulative risk and required close attention to ensure delivery.

In the Spending Round 2019, the Chancellor announced proposals for a £2.9 billion cash increase in local government 'core spending power'. This would come from an extra £1.2 billion in social care grant funding for local authorities. The other £1.8 billion was expected to come from increases in Council Tax (1.99% general Council Tax increase, and a 2% precept for social care) and increases in business rates baseline funding in line with inflation.

The initial Budget proposals included the impact of the nationally recommended 1.99% general Council Tax increase and 2% Adult Social Care Precept, however, this would be finalised following the conclusion of the consultation process and confirmation on the Local Government Finance Settlement.

General Fund

Medium-Term General Fund Position

The 2019/20 financial year was the final year of the 2016 Spending Review, which had afforded local government some financial certainty with which to plan over the medium term. It was noted that the lack of a multi-year Spending Review presented a significant level of uncertainty when undertaking financial planning for the longer term.

This along with Brexit being delayed until 31 January 2020 and delays for major funding announcements due to the December 2019 General Election

In addition to this, as announced in the Spending Round 2019, the Fair Funding and Business Rates Retention (BRR) schemes scheduled for implementation in April 2020 will now not go ahead until April 2021. Therefore, significant risks remain to the Authority's funding around the principles to be agreed for fair funding distribution and how the move to 75% BRR is implemented.

The Chancellor announced the proposed Spending Round 2019 (SR19) on 4 September 2019 and as anticipated SR19 was limited to a single year, which included headline numbers for Government spending for 2020/21 and indicative three-year allocations for schools.

In addition, SR19 confirmed the Government's proposal to 'roll forward' the 2019/20 Local Government Finance Settlement. The main headlines announced in SR19 included:

- Departmental spending to increase by 4.1% in real terms, whilst keeping within the Government's fiscal rules;
- Social care grants that local authorities received in 2019/20 will continue in 2020/21;
- The Improved Better Care Fund (IBCF) will be maintained at 2019/20 levels, as well as rolling the Winter Pressures Grant (£240m allocated in 2019/20) into the IBCF for 2020/21;
- An additional £1bn of grant funding will be distributed for social care in 2020/21, plus local authorities will be able to charge a further 2% Adult Social Care Precept (ASCP) (estimated at £500m);
- A real term increase in the Public Health and Revenue Support Grant; and
- Authorities will be able to increase Band D Council Tax up to 2% for the basic element in line with the referendum limit for 2020/21.

Consultation with Government was underway based on distribution of the additional social care grant. However, initial indications are that the Authority would receive additional social care funding of £4.300m in 2020/21.

The Authority is experiencing an incredibly difficult period and it is faced with relentless pressure on reduced budgets and the aim of the proposals presented were to protect essential services and make sure that the Authority operates as efficiently as possible to provide excellent value for money for local taxpayers.

The Sub-group acknowledged that it was a difficult activity to draft a budget based on many assumptions due to elements outside the Authority's control. However, it was encouraged during the detailed explanation of all the assumptions in presentation that the outcome of the proposed 2020/21 Budget was predicted to be a balanced Budget.

Housing Revenue Account

Through the information presented the sub-group was reminded that the Housing Revenue Account (HRA) was a ring-fenced account and that all the rent and charges collected must be spent on managing and maintaining the housing stock.

As of 1 April 2019, there were 14,637 Council homes, 800 leasehold properties and circa 1,600 garages.

The sub-group was informed that following the changes in 2012 when Central Government transferred HRA debt to Local Government, North Tyneside debt levels rose from £162m to £290m. At this time this was £20m over the debt cap and the Authority was granted special provision to exceed the debt cap. It was noted that the Cabinet had agreed to repay a proportion of the debt to bring the overall debt below the level of the cap which was anticipated to be £250.216m at the end of March 2020.

The Government removed the HRA borrowing cap, in its October 2018 Spending review, that allows Authority to determine the level of unsupported borrowing it wishes to undertake to fund new build, in line with the Prudential Code. It was noted that work had been underway to review the approach to debt management in the HRA and at this stage it was not proposed for the Authority's approach to be changed at this stage.

The Authority continues work on the implications of the significant challenges in housing terms from the Welfare Reform and Work Act 2016, particularly Universal Credit. The big change for 2020/21 is to the Government policy to reduce rent by 1% for 4 years will end for all housing stock and from April 2020 social rents will return to the previous policy of being based on Consumer Prices Index (CPI) plus 1% for at least 5 years.

On 1 April 2019 the Housing Property and Construction Service within Environment, Housing and Leisure was established and as part of the project to return the service to the Authority a Benefits Realisation plan identifying and capturing the key benefits and savings arising was set up.

Savings from the return of the service would provide opportunities to either accelerate planned investment in the existing stock, or to invest in new stock as appropriate.

The budget proposals contained the first set of benefits to be accrued to the HRA, with the first set of benefits seeing an additional £1.500m per annum in revenue savings realised and built into the HRA Business Plan.

It is also forecast that £1.400m of further savings would be achieved in Investment Plan spend.

A full review of the Authority's Housing Asset Management Plan had been undertaken and further work was also being undertaken to establish the potential for further longer-term benefits and savings.

It was noted that there is uncertainty around what the impact Brexit might have on the debt position especially if interest rates went up considerably contradictory to external Treasury Management advice and borrowing rates shifted significantly.

The sub-group agreed that it was prudent that Cabinet monitors the economic trend and give consideration to change its borrowing policy if sensible to do so.

Efficiency Savings

The sub-group received business cases that detailed the efficiency saving proposals for 2020/21:

Business Case	Value £000's	FTE Impact 20/21
Contractual Changes	-360	0
Reduced recycling costs and avoidance of operational costs	-100	0
Increase charges to the Trading Company	-5	0
Loan interest from Aurora Properties (Sales) Ltd	-230	0
Income arising from the project management of HIF projects	-25	0
Expenditure Reduction	-28	0
Cease the use of School Development Partners	-28	0
Income growth	-100	0
Increase the charge of SLA to schools	-100	0
Service Provision – Commissioning	-67	-1.6
Changes to service provision within Commissioning Service & Strategic Property	-67	-1.6
Corporate	-250	0
Reduction of interest costs through effective Treasury Management	-250	0
Grand Total	-805	-1.6

6 Business Cases

The sub-group considered the Business Cases in detail, that were proposed would deliver the required efficiencies.

6.1 Effective Treasury Management/Corporate Resources (saving £250k)

This proposal would generate savings by continued review of the maturity structure of Authority debt

By ensuring the Authority's Treasury functions are effective new debt and taking the most advantageous new debt would be taken for a term that would deliver most saving over various terms ranging from 1 and 50 years.

6.2 Provision of School Development Services (£28k)

This proposal involved ending the contracting of external School Development Partners to carry out specific school development projects.

Projects would be delivered by a skilled team of staff from within the Authority with differing backgrounds and who will offer a range of effective interventions and would provide a universal offer for schools and a more bespoke offer to individual schools depending on their needs.

6.3 Commissioning and Asset Management – Application of Fees and Charges Policy (£100k)

This proposal was to increase the Service Level Agreement charges in line with the Fees and Charges Policy by £100k for Catering and Cleaning Services.

The increase was in line with staff and food cost increases and the service would aim to secure additional new business in both catering and cleaning services inside and outside of the Authority to support the target saving.

6.4 Commissioning and Asset Management – How we are Organised (£67k)

This proposal was a direct saving as a change in service a resource reduction as a result of the organisation restructures. The savings would be realised through the voluntary reduction of 1 FTE post on Strategic Property and 0.6 FTE on the Commissioning Service.

6.5 HIF Project Management (£25k)

This proposal would realise income arising from project management of HIF (Housing Infrastructure Fund) projects at the Killingworth Moor and Murton Gap.

6.6 Materials Recycling Contract: Recycling Costs (£100k)

As part of the responsibility of providing householder refuse kerbside collection in the Borough. This proposal outlined new contract arrangements that would realise savings in the separation of recycling materials and finding markets to secure value for it.

The Authority would work with the new contractor to extend the types of material that can be recycled to minimise waste. There would be no impact for customers.

6.7 Trading Companies (£235k)

This proposal saw the intention to increase charges made by the authority to the Trading Companies in respect to Technical and Project Management Services by 2.5% above annual inflation.

It would also see Interest income from loans made by the Authority to Aurora Properties (Sales) Ltd to enable the construction of properties and outright market sale.

6.8 Budget Engagement

North Tyneside Council had made the commitment to include residents and other key stakeholders an opportunity to be involved in helping to shape decision making in relation to the Financial Planning and Budget process.

The overall approach gave the public the opportunities to have their say throughout the year, through a series of different methods, including engaging with the Elected Mayor,

Cabinet and ward members through the Mayor's Listening Events and Community Conversations as well as a broad range of both on-line and face to face engagement or consultation exercises on different key issues such as the Resident's Survey.

Budget engagement activity for the 2020/21 Budget undertaken provided clear information about the Financial Planning and Budget process in Autumn edition of the Our North Tyneside magazine.

Information about Cabinet's initial budget proposals in November 2019 was published online via the Council's website and at front line locations including the Community Conversation corners in the four Customer First centres. This was accompanied by a questionnaire to provide opportunities for people to give their feedback either via the website, e-mail or through social media.

Face to face engagement sessions with lead officers during November/December 2019, with four drop-in events (one at each of the Customer First Centres) and Members of the Residents Panel were invited to attend 3 sessions throughout December 2019 which provided a number of them with further context to the budget setting process, enable them to listen to the proposals and to provide feedback.

Targeted events were held for key stakeholder groups including: Staff Panel, businesses, schools, young people, community and voluntary sector, Trade Unions, North Tyneside Strategic Partnership, older people and carers.

6.9 Investment Plan

The initial draft 2020/25 Investment Plan for the General Fund included expenditure of £30.180m in 2020/21, of which £11.527m (38%) was to be funded through grants and other external funding contributions.

There were several projects that were going through the investment gateway process and where bids had been made for external funding. These included Murton Gap infrastructure, Highway Maintenance Challenge Fund and Transforming Cities. The projects would be added to the plan once external funding was secured.

7 Conclusions

The risk and uncertainty to have final budget proposals due to delay in the spending review, financial settlement, Brexit and General Election only increases difficulty for Local Government to plan effectively.

The Sub-group acknowledged that it was a difficult activity to draft a budget based on many assumptions due to elements outside the Authority's control. However, it was encouraged during the detailed explanation of all the assumptions in presentation from officers that the outcome of the proposed 2020/21 Budget was a balanced Budget.

The Sub-group was reassured that there were no compulsory job losses associated to the 2020/21 budget proposals.

The Sub-group was encouraged that the benefits from decision to insource the Housing Property and Construction Service would realise an additional £18.4m to invest in the service over the next 4 years (revenue) and 5 years (capital).

In relation to the refreshed Our North Tyneside Plan the sub-group noted the inclusion of the two key policy developments in relation to the declaration of a climate emergency and the role of the North of Tyne Combined Authority. It also was encouraged that as part of the 15-year Ambition for North Tyneside” Plan saw the continuation of regeneration across the Borough such as the creation of the Master Plan for North Shields.

Again, in relation to the priority to provide a clean, green, healthy and safe environment the sub-group was reassured that the Council was being proactive by responding to the Government Consultation on Future Homes Standard by making suggestions to make changes to building regulations to ensure greater home insulation and the requirement to install electric charging points in new homes.

As the developer in building new Council homes it hoped that the Authority would lead the way and become an exemplar provider by including a range of energy efficient technologies that would support the reduction of carbon footprint of the Authority.

The sub-group were also informed that the Cabinet Member responsible for Environment and Transport was with officers developing of the plan to deal with the climate emergency and recommends that scrutiny offers its help in the development of the plan.

Members of the sub-group also raised that it hoped that consideration would be made by Cabinet on further ways to generate income and savings for residents and businesses through e-advertising and methods to generate off grid electricity production.

The sub-group was encouraged that the Councils was utilising its community hubs by investing and refurbishing the hubs to bring the third sector and Police services into the Wallsend Community First Centre.

8 Presenting Officers

The following officers presented to the sub-group:

Claire Emmerson - Senior Manager Financial Planning and Strategy
Jacqueline Laughton - Head of Corporate Strategy and Customer Service
Mark Longstaff - Head of Commissioning and Asset Management
Philip Scott - Head of Environment, Housing & Leisure
David Griffiths - Interim Assistant Director for Education, Learning & Skills

9 Background Information

The following documents have been used in the compilation of this report and may be inspected at the offices of the author:

2020-2024 Financial Planning and Budget Process: Cabinet’s Initial Budget proposals

The group met on the 19 December where Senior Officers presented the 2020/24 Business Cases under the headings of:

1. Effective Treasury Management/Corporate Resources
2. Provision of School Development Services
3. Commissioning and Asset Management – Application of Fees and Charges Policy
4. Commissioning and Asset Management – How we are Organised
5. HIF Project Management
6. Materials Recycling Contract: Recycling Costs
7. Trading Companies

DRAFT

Meeting: Overview, Scrutiny & Policy Development Committee

Date: Monday 13th January 2020

Title: Technical Services Partnership – Capita Quarterly Update

Authors: Phil Scott, Head of Service
Colin MacDonald, Senior Manager
Margie Burdis, Partnership Director (Capita)
Tel: 0191 643 7295

Service: Environment, Housing and Leisure

Wards affected: All

1. Purpose of Report

As part of its work programme for 2017/18, Overview, Scrutiny and Policy Development Committee ('the Committee') undertook a review of the Authority's long term strategic technical services partnership ('the Partnership') with Capita Property & Infrastructure Limited ('Capita').

A programme of scrutiny for the Partnership for this municipal year was agreed at the Committee meeting on 18th July 2019.

This report presents the planned update for Quarter 2 ('Q2') of the financial year, detailing Partnership performance from July to September 2019 against the agreed Annual Service Plan for 2019/20. This report was scheduled to be brought to the meeting of the Committee on 4th November 2019. However, due to diary constraints the Strategic Partnership Board; which governs the operation of the technical services partnership; did not consider Q2 performance until 9th December. To allow conclusion of the recognised governance process it was therefore necessary to defer reporting to the Committee until after that date.

2. Recommendations

The Committee is recommended to:

- a) note the contents of this report;
- b) consider the 2019/20 service delivery performance as at Q2 presented in **Appendix 1**;
- c) consider the 2019/20 financial position as at Q2 presented in Appendix 2; and
- d) note that the next review of the Partnership by the Committee will be in respect of Q3 performance (October – December 2019) which will be presented on 2nd March 2020.

3. Details

3.1 Background

The Authority has a long-term strategic partnership with Capita to deliver a range of technical services. This followed a procurement exercise which led to the contract being awarded to Capita that commenced on 1 November 2012.

In January 2019 Cabinet provided its response to the recommendations of the Study Group, which reviewed the operation of the Partnership and agreed to a programme of continual engagement on the operation of it with this Committee.

That programme consists of the following:

- **Annual Service Plan**
 - **the agreed Annual Service Plan will be reported to the Committee at the start of each financial year:** this was done for 2019/20 at the meeting of the Committee on 18th July 2019.
 - **the Annual Service Plan for 2020/21:** Work has begun on developing the 2020/21 Annual Service Plan which will run from April 2020. This plan will be reported to the Committee once work has concluded and the plan has been approved by technical service Strategic Partnership Board.
 - **monitoring reports against the Annual Service Plan will be made available each quarter:** this report provides the Committee with an update on Q2 performance from July to September 2019.
- **Benchmarking**
 - **Scrutiny Members will be presented with the outcome of the Year 5 benchmarking exercise once finalised:** this took place at the meeting on the Committee on 18th July 2019.
 - Arrangements will be made for Scrutiny Members to have oversight prior to the commencement of the Year 8 benchmarking exercise during 2020/21.

3.2 2019/20 Service Delivery Performance as at Q2

The Council monitors performance of the Partnership on a monthly basis. Capita are required to meet a series of important performance milestones for each service they deliver on our behalf and these are known as Key Performance Indicators ('KPI's). The KPI's are divided into Category 1 (not linked to the payment mechanism) and Category 2 (linked to the payment mechanism) and each have an explicit target.

Performance scorecards are reported for each of the following service areas:

- Property Services
- Engineering Services
- Regulatory Services

The process of review is via subgroups for each service area, which then report into Operational Partnership Board on a monthly basis and Strategic Partnership Board on a quarterly basis. In addition to the KPI's, for each of the above service areas there are several action plans that are also monitored and additionally the investment commitments such as jobs and support to the Council's priorities are also reviewed. Some further case studies of this have been included in the Q2 presentation, specifically support to the food bank and the promotion of Science, Technology and Maths in schools.

The information attached as **Appendix 1** will be presented to the Committee to explain the outcome of Q2 performance.

3.3 2019/20 Financial Position as at Q2

The financial position of the Partnership as at Q2 is attached as Appendix 2 and this will be presented to the Committee to explain the forecast.

The Partnership is jointly working hard, as you would expect, to manage budget pressures with oversight from our service leads and relevant Cabinet Members.

4. **Appendices**

Appendix 1 – Presentation - 2019/20 Service Delivery Performance as at Q2

Appendix 2 - Presentation – 2019/20 Financial Position as at Q2

5. **Background Information**

The following documents have been used in the compilation of this report and may be inspected at the offices of the authors.

[Cabinet Response to Scrutiny Recommendations, 21 January 2019](#)

[Capita Study Group Report, October 2018](#)

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2019/20 Service Delivery Performance as at Q2

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Overview, Scrutiny & Development Committee: 13th January 2020

Presentation of Q2 2019/20 service delivery performance

Overview, Scrutiny & Development Committee:

Margie Burdis

Content

1. Annual Service Plan 19/20 – Q2 update

- a) Operational update
- b) Financial update
- c) People update
- d) CSR/Added Value Activities

2. Partnership Performance 19/20 – Q2 update



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Annual Service Plan 2019/20

Q2 Update

Overview, Scrutiny & Development Committee:

Operational Achievements – Q2, 2019/20



- ❑ Coast Road Cycle Scheme completed after construction team finish their works in the Silverlink junction area.
- ❑ Beach Access North East provide wheelchair buggies near Rendezvous Café in Whitley Bay after a licence was granted by Strategic Property.

- ❑ Footpath and cycleway improvements got under way at A187 Tyne View Terrace in East Howdon (now complete) as well as between Northumberland Park Metro Station and Cobalt Business Park.



Operational Achievements – Q2, 2019/20

- ❑ Annual road resurfacing programme began.
- ❑ Consultation got underway on a revised Contaminated Land Strategy.



- ❑ Highway improvements started on Killingworth Way in support of Avant Homes section 278 scheme.



Staff highlights

- ❑ 8 x New Starters; 4 are Growth Appointments
- ❑ 1 x Graduate, Charlie Parry was appointed in Planning – he is continuing his studies at Newcastle University
- ❑ 1 x Apprentice, Kyle Mason was appointed as an Assistant Building Surveyor studying a Degree Apprenticeship in Building Control. Kyle joined Capita following a successful placement through the PLAN Bee Programme.
- ❑ Daniel Craiggs was appointed as a Site Engineer with the Major Projects Team and has commenced a Civil Engineering Degree Apprenticeship at Teeside University and is working towards his ICE: Eng Tech Professional Review
- ❑ Daniel Robinson promoted from Technical Assistant within Parking to Streetworks Co-ordinator in the Network Management Team and has started an Apprenticeship with Tyne Met College
- ❑ Capita committed to pay all UK colleagues the Real Living Wage as a minimum and has made improvements with maternity, paternity and shared parental leave policies in the UK

People Development

- ❑ 4 x Promotions within the Engineering Design Team following successes through Re-ignite career development programme
- ❑ 25 x staff are working towards apprenticeship qualifications – **Nathan Millin** from Planning has started a Level 7 Town and County Planning Degree Apprenticeship – the first Planning technical degree apprenticeship for the North Tyneside Partnership
- ❑ **Andy Mollon** successfully became Chartered with the IHE
- ❑ **Harry Graham** who started as a Construction Apprentice has successfully become professionally qualified with the ICE as an Engineering Technician
- ❑ **Stuart Clarke** became the first within Capita to become a Chartered Transport Planning Professional. Stuart was one of the first 100 Chartered Transport Planning Professionals to be awarded the title following an amendment to the Chartered Institution of Highways and Transportation (CIHT)'s Royal Charter.
- ❑ **James Blythe** on becoming a Chartered Town Planner having successfully obtained his his Royal Town Planning Institute (RTPI).
- ❑ **Claire Wilson** on gaining Chartered Environmental Health Practitioner status with the Chartered Institute of Environmental Health (CIEH).
- ❑ Staff Survey took place – awaiting local results but wider Group results are showing an improved response, with a 14 point improvement on *“I would recommend Capita as a place to work”*

People Journeys



Paul McCutcheon- General foreman (Construction)



Promotion or change in role



Academic qualification / certificate



Professional qualification/development



Award or special recognition

2012

2016

2017

2018

2019

November

*TUPE'd over to Capita from North Tyneside Council as a multi skilled Construction Worker

May

Promoted to working Foreman



June

Provided mentoring support for new apprentices



June

Successfully helped Delivered Weetslade Corridor as a working Foreman



August

Promoted to General Forman



Successfully delivered Shiremoor bridle way Project On time and Budget



September

Completed SMSTS course



January

Helped delivery Murton Gap phase 2



August

Volunteered for Go4Set Scheme at Norham High School



September

Awarded a VOICE Award for contribution to the Go4Set Scheme following feedback from Norham High School



October

Volunteered for work related speed dating at Monkseaton Middle school.



April

Completed Forest Hall regeneration on time and budget.



April

Started Foundation Learning Programme for Managers



May

Completed HNC in civil engineering (2 year course)



June

Completed NVQ level 4 Construction Management (2 year course)



People Journeys (2)



Duncan Bennett – Communications Manager



Promotion or change in role



Academic qualification / certificate



Professional qualification/development



Award or special recognition

2013

2014

2015

2016

2017

2018

2019

November

Seconded to Capita from North Tyneside Council as Communications Manager

Successfully completed In-design course

Employed by Capita as a Communications Manager

Introduced improved approach for communication of major engineering projects

Became a Line Manager of the Customer Service Manager and Communications Officer

Produced Communications materials for Local Plan Consultation

Submitted successful entries for Construction Team and the Customer Service Manager for North Tyneside Customer Service Awards – winner and runner up retrospectively

Passed Construction Skills Certification Scheme (CSCS) Operatives Test

Completed various Leadership and Management Modules

Became a Dementia Friend

Submitted successful winning entry for Customer Service Awards for Communications Officer (line managed by Duncan Bennett)

Became an Office 365 Champion and launched the Partnerships first Yammer Group

Completed Mental Health Awareness for Managers Training

Produced communications materials for Local Plan Strategic Sites consultation

Applied communications approach for major engineering projects to selected road resurfacing and Local Transport Plan Schemes

CSR/Added Value Activities, Q2, 2019/20 (CPT 17)

- ❑ 306 Hours donated to the local community in Quarter 2 equating to an average of £7,650 in staff time
- ❑ Margie Burdis appointed as a School Governor at Norham High School
- ❑ Spent £2040 designing and buying equipment for our STEM Box, pilot of the box was at Percy Main Primary School in July and supported by 3 volunteers from our Engineering Team. The project was based on Murton Gap.
- ❑ Spent £2650 with the Engineering Development Trust – Engineering Development Scheme which started in September, this year Capita are partnering with Churchill Community College.
- ❑ Donated £500 to the Girls Network and have 5 mentors who have volunteered to mentor girls in North Tyneside, the induction is in December. The programmes aims to inspire and empower girls from the least advantaged communities by connecting them with a mentor and a network of professional female role models, meeting monthly.

CSR/Added Value Activities, Q2, 2019/20

- ❑ Sponsored the ICE (£250): Inspire Competition, a Year 7 competition to look for the next generation of engineers by producing a video to inspire civil engineers of the future. Capita will also support the judging of the entries.
- ❑ Delivered Food Hygiene and Town Planning Workshops at Hadrian Park Primary School
- ❑ Capita Goes Local Week was in September – Capita supported VODA with Backpack Buddy Programme and Garden Regeneration at Meadowell Connected
- ❑ Go 4 Set celebration event took place – Capita with Norham High School were awarded with a bronze Industrial Cadet Certificate
- ❑ Health MOT's (including an ECG) offered to staff with 22 taking part, free pilates for a 6 x week trial took place weekly at lunchtime, STEP Challenge took place during Know your Numbers Week. A blood pressure machine is now available on-site.

Operational Achievements – Q2, 2019/20 – Schedule 10 CPT 17

ASP Objectives 19/20	Q2 Update
All Partnership jobs to continue to be advertised via NTC	Ongoing via Capita Resourcing
2 x summer placements, 6 x work experience placements, 1 x graduate, 1 x apprentices. Develop a Pre Apprenticeship Programme with NTLT	1 x 6 week Summer Placement from Newcastle University completed in Engineering Design 1 x Graduate Appointed, Charlie Parry: Planning 1 x Apprentice appointed, Kyle Mason in Building Control and 1 x Civil Engineering Apprenticeship advertised and an offer made but the student decided to re-do A-Levels – currently re-advertising Made commitments for 2020 for Work Placements with Marden High School, Norham High School and Burnside Community College Commitment given to Newcastle University for 2 x career development module placements (72 hours each) in Construction in Q3 and Q4 Offer made for a Year Out Placement to do 6 months in Engineering Design and 6 months in Construction – student has won prizes for Year 1 achievements Committed to provide another Foundation Placement (Tyne Met) in Construction
Continue to work with David Bavaird (Chair - North Tyneside Business Forum), in identification and support of local SME's	Ongoing discussions as well as discussions with VODA supporting charities with pro bono business advice. Joanne Lee gave a presentation to SME's about gambling and alcohol legalisation.
Work with CTP (Career Transition Partnership) for minimum of 1 x employability workshop.	Anthony Hewitt continues his role as a Trustee Board member for Forward Assist. Continuing to raise money for Forward Assist. New CTP Partnership Manager in post – meeting in Q3 about opportunities available.
Charitable Support	Forward Assist, Charity of the Year until end of March 2020, fundraising in Q2 includes football five a side and Coast to Coast. Meadowell Connected remain our Strategic Partner and Margie Burdis remains on the Board and has been appointed finance chair. Other activities include supporting 25 th Anniversary events, providing a digger for garden regeneration working towards a public consultation on the masterplan of the garden regeneration of Meadowell Connected, Garden weeding and digging as part of the Capita Goes Local Week. Capita has paid £500 towards providing Christmas meals for an adults only day and a family day in December. Staff will be volunteering at these events.

Case Studies to support the Cross Cutting Plans/Schedule 10

More detail around a couple of our activities in Quarter 2.



VODA: Backpack Buddies



The North Tyneside Partnership helped ensure deprived children didn't go hungry over the school summer holidays.

Backpack Buddies is a new SAINT (Social Action in North Tyneside) project launched in collaboration with The Bay Foodbank. The project provides bags of healthy and nutritious snacks to children to take home from school at the weekend when free school meals aren't available.

The scheme now delivers 12 bags each week and since launched in May 150 Buddy Bags has been delivered to children in North Tyneside.

Generous staff filled two large food bins of dried food in support of Backpack Buddies in July, which provides food for children at a local primary school when free school meals are not available.

Ann Morgan, Karen Burton and Jen Chanley subsequently attended food packing sessions at Meadow Well Connected in North Shields. In September, another five staff took part in a 'packing party' organised by North Tyneside VODA at the Quadrant.

They sorted donated food items into over 50 packs in September, which will go to children who live in households that are uncertain of having enough money to meet basic needs.

North Tyneside Partnership Director Marge Burks said: "I'm delighted that our staff supported North Tyneside VODA and this very important programme for the children of North Tyneside. As well as the obvious benefits that volunteering brings to local communities, we know that it's great for staff in terms of personal development and mental health."



Over 12 hours donated in staff time



Over 70 bags filled by Capita staff and donations



www.capita.co.uk/localgov



localgov@capita.co.uk




070 7884 2707






Capita_IG



Capita local government



STEM Box Pilot



Pupils at Percy Main Primary School had a day with a difference – designing a new community from scratch.

The Year Four pupils spent a full-day exploring what would be required to build a community and understanding some of the job roles involved.

They were supported by five Capita staff – STEM ambassadors Sam Berry, Jian Dong and Ken Horn as well as Jen Chanley and David Wall. Emma Garrick, of Skills Consultants, also helped make the day happen.


The children rotated around four activities: ecology, structural and civil engineering; transport planning and quantity surveying. The project the day was based on was Murton Gap.

A 'STEM Box', purchased by Capita, contained a variety of resources for use during the activities. It contained: a road map and signals; building straws; microscopes; and micro:bit traffic light kits. The cost of the box was £2,500 and can be adapted to suit various year groups and their local environment.


Sam said: "Initially I was a bit nervous at the thought of spending an entire day with seven-year-olds, but I ended up really enjoying myself. It was definitely satisfying to see most of the kids engaged and hopefully picking up a few things about the world of engineering, and what Capita is doing in their community."

Ken added: "It was a fantastic day and the kids loved it. I'm not going to lie, I also had some fun. I would like to think the kids now have a broader understanding into what goes into making and maintain the area they live in."


Emma said "It has been great to work with Capita to develop projects to raise awareness of what Capita does, but more importantly encouraging children and young people to connect with their community and develop skills and knowledge, particularly STEM skills"




£2,500 for the design and equipment




26.5 hours spent on staff time at Percy Main Primary School




www.capita.co.uk/localgov



localgov@capita.co.uk



Capita_IG



Capita local government

"It has been great to work with Capita to develop projects to raise awareness of what Capita does, but more importantly encouraging children and young people to connect with their community and develop skills and knowledge, particularly STEM skills"
Emma Garrick: Future Consultancy

ASP 18/19 outturn and 19/20 – Progress Update

The Overview, Scrutiny & Development Committee is asked to:

- note the progress on the Annual Service Plan 19/20 as at Q2



North Tyneside Council

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Q2 performance Summary:

Strategic Partnership Board December 2019

Margie Burdis

Cross Cutting Action Plans – Q2, 2019/20

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Action Plan Number	Description	Q1	Q2	Comments
CC 1	Ensuring that financial targets are achieved and received and that business cases are reviewed and that business cases are aligned with council policy direction	Green	Green	Business cases reviewed at C&F group and reported in summary, along with savings targets, to OPB, SPB and Overview, Scrutiny and Policy Development Committee. Governance reviewed and improved with the role of C&F being strengthened with sub-groups added for property and engineering.
CC 2	Enforcement Review – Consistent and transparent approach to enforcement and targeting hotspots more effectively	Green	Green	Capita Council's JAIL group. Several good examples of improved alignment and targeting, including a parking proposal at Gibraltar Rock pub and removal of truck with waste from Wallsend property.
CC 3	Pavement and footways review – increasing asset life and improving member engagement	Green	Green	Plans for footway spending presented to Highways Investment Sub Group, LMB and ward member briefings. Programme being delivered and members have been provided with progress updates. Additional resources targeted on priority areas.
CC 4	Preparation for Benchmarking (Nov 2020) – Monitor progress of Y5 delivery plan and ensure transparency	Green	Green	Y5 delivery plan has been kept up to date and reported to SPB and Overview, Scrutiny and Policy Development Committee along with agreement of a timetable for member agreement of the Y8 plan. Preparations are on track to meet these deadlines.
CC 5	Construction (Housing) – Ensuring smooth transition and efficient working between services	Green	Green	A number of joint meetings have taken place with the new council service to ensure alignment and improved working. A number of initiatives to improve this are being explored. The detailed financial impacts have been worked through at C&F group and Capita has agreed to return Asset services to the Council to consolidate the service.
CC 6	Supporting Norham High School – Help the school fulfil its ethos and values	Green	Green	Initiatives include Young Enterprise and Go4Set. Donated vouchers for a celebration assembly and Partnership Director has joined the Board of Governors as a foundation governor. Engagement with Percy Main Primary School has included provision of a school governor, £6,000 for outdoor classroom and STEM Box
CC 7	Corporate Parenting – Help the Authority become brilliant corporate parents	Green	Green	Capita has continued to provide appropriate training to all teams and has supported a number of events including Barnardo's visits and worked with charities that support the council.
CC 8	Ambition for North Tyneside – Ensure alignment of services	Green	Green	Capita has supported the Council's Ambition in 'People, Place and Economy' eg, A189 Salters Lane Improvement Scheme; public realm improvements in Forest Hall; and the Coast Road Cycle Scheme. Capita now attends IIPB and, following a review, a new joint Major Programmes Board (MPB) has been established.

Property Action Plan Dashboard – Q2 2019/20

Action Plan Number	Description	Q1	Q2	Comments
PROP 1	Estates Strategy – Provide direction to asset management programme and other plans	Green	Green	On-track. Updated Estates Strategy has been prepared for endorsement by SPG.
PROP 2	Review Service Charge Process - Identify areas of non-compliance and improve the service charge process	Green	Amber	8 out of 10 ring fence service charges have been reconciled. The 2 outstanding will be completed in Q3.
PROP 3	Legal Completions - Reduce backlog of cases with Legal instructions, where terms agreed but transaction incomplete.	Green	Green	On-track. Schedule of meetings in place with Legal to track cases.
PROP 4	Backdated Reviews – completion/closure of outstanding rent reviews or lease renewals	Green	Green	On-track. Prioritisation of cases in place.
PROP 5	Non-operational Premises Compliance – Establish and maintain compliance	Green	Green	On-track. An agreed workplan is in place.
PROP 6	Property Processes Review – ensure processes are efficient, clear and delivering the Council's priorities	Green	Green	On-track. Process for traveller encampments being utilised.
PROP 7	Operational Premises Compliance – Establish and maintain compliance	Green	Green	On-track. Scald testing and Legionella programmes underway.
PROP 8	Compliance with Carbon Reduction Commitment Energy Efficiency Scheme (CRC) – ensure energy management (TEAM) system generates compliant reports	Green	Green	On-track. TEAM introduced and initial staff training completed.

Property KPI Dashboard – Q2 2019/20

Month referred to **Sep-19**
 Sheet completed on **07/10/2019**
 Sheet completed by **BJD/MB/WS**

PROPERTY

Category 2 KPI's

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	Accuracy	Owner
PROP 2.1	Asset Valuations delivered to timescale	100%	100%	20%	Annual		2 D.P.	MB
PROP 2.2	Housing Stock Valuations delivered to timescale	100%	100%	20%	Annual		2 D.P.	MB
PROP 2.3	Asset Management – Asbestos	100%	95%	20%	Mthly		Whole number	WS
PROP 2.4	Asset Management – Legionella	100%	95%	20%	Mthly		Whole number	WS
PROP 2.5	Asset Management – Fire Risk Assessment (FRA)	100%	95%	20%	Mthly		Whole number	WS

July		August		September	
Figures	%	Figures	%	Figures	%
-					
<u>7</u>	100%	<u>13</u>	100%	<u>11</u>	100%
7	G	13	G	11	G
<u>137</u>	100%	<u>158</u>	100%	<u>144</u>	100%
137	G	158	G	144	G
<u>14</u>	100%	<u>10</u>	100%	<u>13</u>	100%
14	G	10	G	13	G

Category 1 PI's

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	Accuracy	Owner
PROP 1.1	% of lease renewals and rent reviews dealt with on time	100%	95%		Mthly		1 D.P.	MB
PROP 1.2	Debt recovery actions	TBC	TBC		Mthly	To be baselined	Whole number	MB
PROP 1.3	% of properties let from the Council's commercial portfolio	75%	70%		Mthly		2 D.P.	MB
PROP 1.4	Strategic Property Customer Satisfaction	90%	80%		Quarterly		2 D.P.	MB
PROP 1.5	R&M cost recharges and legionella recharges	100%	90%		Mthly		2 D.P.	WS
PROP 1.6	Notification of Change	100%	90%		Mthly		Whole number	WS
PROP 1.7	Asset Management Customer Satisfaction	90%	80%		Bi-annual		1 D.P.	WS

July		August		September	
Figures	%	Figures	%	Figures	%
<u>40</u>	100.0%	<u>39</u>	100.0%	<u>39</u>	100.0%
40	G	39	G	39	G
<u>40</u>	98%	<u>38</u>	100%	<u>27</u>	100%
41	R	38	R	27	R
<u>224</u>	82.66%	<u>228</u>	83.21%	<u>224</u>	81.75%
271	G	274	G	274	G
-					
<u>0.5</u>	50.00%	<u>0.5</u>	50.00%	<u>0.5</u>	50.00%
1	R	1	R	1	R
<u>35</u>	100%	<u>6</u>	100%	<u>14</u>	100%
35	G	6	G	14	G
-				<u>1</u>	100.0%
				1	G

Engineering Action Plan Dashboard – Q2 2019/20

Action Plan Number	Description	Q1	Q2	Comments
1	Transparency Act – production of an operational report to be published on the Authority’s website	Green	Green	Draft operational report produced. Added value elements being incorporated prior to finalising.
2	Highway Asset Inventory Collection – collection of additional highway asset data such as road signs to improve the inventory	Amber	Green	In Q1 there was slippage in finalising the scope. Data collection underway in Q2. Programme reprofiled but remains on track to be completed by Q4.
3	Strategic Gulley Cleaning Programme – development of a risk-based gulley cleansing programme	Amber	Green	In Q1 there was slippage in the programme. This is now on track.
4	Customer Satisfaction: Postcard Survey – implementation of a postcard resident satisfaction survey to inform the Highway Asset Management Plan	Green	Green	This Action Plan has been reprofiled in Q2 to take account of the timing of the Residents Survey to ensure it involves the Authority’s appointed survey partner Ipsos MORI.
5	Customer Satisfaction: Integrated Transport – gathering customer feedback in relation to road safety and cycling initiatives in order to inform service improvements	Green	Green	Customer engagement undertaken. Production of a draft engagement strategy, due in Q2, has been reprofiled to Q3 to allow further analysis of the information collected.

Engineering KPI Dashboard– Q2 2019/20

Month referred to	Sep-19
Sheet completed on	07/10/2019
Sheet completed by	Jade Elizabeth Bruce

Category 2 KPI's

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	Accuracy	Owner
ENG 2.1	Roads and Pavements – Percentage of routine street care safety inspections carried out on time	95%	90%	25%	Mthly		2 D.P.	MF
ENG 2.2	Roads and Pavements – Percentage of CAT 1 highway defects that were compliant within 24 hours	98%	96%	25%	Mthly		2 D.P.	MB
ENG 2.3	Roads & Pavements – Percentage of Cat 2 Highways defects made compliant within 10 working days	98%	96%	25%	Mthly		2 D.P.	MB
ENG 2.4	Parking - No. of PCNs correctly issued	99%	95%	5%	Mthly		2 D.P.	GH
ENG 2.5	Roads and Pavements – Quality of maintenance repairs	93%	90%	20%	Mthly		2 D.P.	MB

July		August		September	
Figures	%	Figures	%	Figures	%
<u>804</u>	99.88%	<u>609</u>	100.00%	<u>652</u>	100.00%
805	G	609	G	652	G
<u>11</u>	100.00%	<u>10</u>	100.00%	<u>8</u>	100.00%
11	G	10	G	8	G
<u>144</u>	100.00%	<u>248</u>	96.12%	<u>200</u>	100.00%
144	G	258	A	200	G
<u>24508</u>	99.90%	<u>24350</u>	99.91%	<u>24489</u>	99.89%
24533	G	24372	G	24517	G
<u>41</u>	93.18%	<u>47</u>	94.00%	<u>34</u>	94.44%
44	G	50	G	36	G

Category 1 PI's

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	Accuracy	Owner
ENG 1.1	Roads and Pavements – Time taken to respond to permit request	99%	95%		Mthly		2 D.P.	RR
ENG 1.2	Roads and Pavements – Permit scheme compliance of Capita workforce.	90%	85%		Mthly		2 D.P.	MB
ENG 1.3	Casualty reduction	See PI	N/A		Annual		Whole number	NS
ENG 1.4	Roads and Pavements – Percentage of pothole and footpath enquiries insected within 3 working days	80%	75%		Mthly		2 D.P.	AM
ENG 1.5	Increasing use of Sustainable Transport on Go Smarter Scheme for schools	See PI	N/A		Annual		1 D.P.	AH

July		August		September	
Figures	%	Figures	%	Figures	%
<u>1117</u>	100.00%	<u>992</u>	100.00%	<u>941</u>	100.00%
1117	G	992	G	941	G
<u>319</u>	90.37%	<u>231</u>	85.56%	<u>200</u>	77.82%
353	G	270	A	257	R
<u>135</u>	93.75%	<u>140</u>	91.50%	<u>127</u>	84.67%
144	G	153	G	150	G

Regulatory Services Action Plan Dashboard – Q2 2019/20

Action Plan Number	Description	Q1	Q2	Comments
PLG 1	Planning Policy Development – Progress the delivery supporting the Local Plan	Green	Green	On track.
REG 1	Air Quality Strategy – Develop a 5-year Air Quality Strategy	Green	Green	Draft strategy prepared. Cabinet approval to be sought following consideration of Air Quality Feasibility Study proposals.
REG 2	Taxi Licensing Policy - Review the existing policy for hackney carriages and private hire licensing	Green	Green	Revised policy developed. Cabinet approval to be sought in October.
REG3	Housing Enforcement Policy – Develop and approve a new policy	Green	Green	Draft Policy developed. Currently being reviewed following national advice prior to seeking Cabinet approval.
REG 4	Food Law Plan 2020 – 2022 – Develop and approve a 2-year food law enforcement plan	Green	Green	On track.
REG 5	Contaminated Land Strategy – Review the strategy	Green	Green	Revised draft strategy presented to Cabinet in September. Consultation now underway.
BC 1	Retention of ISO 9001:2015- Retain quality assurance standard covering the Building Control service	Amber	Green	In Q1 there was slippage in the internal audit programme. This is now on track
BC 2	Building Excellence Awards – Support the annual Local Authority Building Control (LABC) awards programme	Green	Green	Complete. 4 North Tyneside businesses were Finalists resulting in 1 winning 'Best Change of Use of an Existing Building' category.

Regulatory Services KPI Dashboard – Q2 2019/20

Month referred to **Nov-19**
 Sheet completed on **02/12/2019**
 Sheet completed by **JP; JL; CG**

Category 2 KPI's

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	Accuracy	Owner
PLG 2.1	Planning - % major applications determined on time	95%	90%	25%	Quarterly		Whole number	JP
PLG 2.2	Planning - % minor applications determined on time	96%	90%	25%	Quarterly		Whole number	JP
PLG 2.3	Planning - % other applications determined on time	96%	92%	25%	Quarterly		Whole number	JP
PP 2.1	Public Protection -Persistent Environmental Health complaints in relation to domestic or business premises	100%	95%	15%	Mthly		Whole number	JL
PP 2.2	Public Protection -Broadly Compliant Food Establishments	90%	86%	10%	Annual		2 D.P.	JL

July		August		September	
Figures	%	Figures	%	Figures	%
<u>33</u> 35	94% ↔	<u>34</u> 36	94% ↔	<u>33</u> 34	97% ↑
<u>154</u> 155	99% ↑	<u>142</u> 143	99% ↑	<u>144</u> 145	99% ↑
<u>685</u> 690	99% ↑	<u>671</u> 676	99% ↑	<u>685</u> 689	99% ↑
<u>4</u> 4	100% G	<u>2</u> 2	100% G	<u>5</u> 5	100% G
<u>1321</u> 1394	94.76% ↑	<u>1319</u> 1395	94.55% ↑	<u>1319</u> 1393	94.69% ↑

Category 1 PI's

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	Owner
PLG 1.1	Planning - % appeals contrary to officer decision	28%	32%		Mthly		JP
PLG 1.2	Planning - % discharge of conditions determined on target	78%	72%		Mthly		JP
PLG 1.3	Planning - % minor pre application enquiries responded to in time	90%	85%		Mthly		JP
PLG 1.4	Planning - % stage 1 major pre-applications responded to in 5 weeks	80%	70%		Mthly		JP
PLG 1.5	Planning - % Committee decisions made contrary to Officer advice	10%	15%		Mthly		JP
PLG 1.6	Planning - % enforcement cases closed within target	80%	70%		Mthly		JP
PP 1.1	Public Protection - Considering of safeguarding issues in relation to taxi complaints or applications	TBC	TBC		Mthly	To be benchmarked	JL
BC 1.1	Building Control - % of requests for site inspections responded to within target	98%	95%		Mthly		CG
BC 1.2	Building Control - % of requests for dangerous structures assessment response to within target	100%	95%		Mthly		CG
BC 1.3	Building Control - % of Quality Assurance internal audits without a non-conformity	90%	80%		Mthly		CG
REG 1.1	Regulatory Services - Customer Satisfaction Rating	80%	80%		Mthly	To be benchmarked	all

July		August		September	
Figures	%	Figures	%	Figures	%
<u>4</u> 16	25% G	<u>4</u> 16	25% G	<u>4</u> 15	27% G
<u>106</u> 121	88% G	<u>108</u> 121	89% G	<u>106</u> 119	89% G
<u>156</u> 161	97% G	<u>161</u> 165	98% G	<u>160</u> 164	98% G
<u>8</u> 8	100% G	<u>7</u> 9	78% A	<u>8</u> 10	80% G
<u>12</u> 74	16% R	<u>12</u> 77	16% R	<u>12</u> 75	16% R
<u>357</u> 429	83% G	<u>372</u> 443	84% G	<u>361</u> 432	84% G
<u>1</u> 1	100% N/A	<u>0</u> 0	#DIV/0! #DIV/0!	<u>1</u> 1	100% R
<u>479</u> 479	100.0% G	<u>438</u> 438	100.0% G	<u>428</u> 428	100.0% G
<u>3</u> 3	100.0% G	<u>6</u> 6	100.0% G	<u>9</u> 9	100.0% G
<u>1</u> 1	100.0% G	<u>1</u> 1	100.0% G	<u>3</u> 3	100.0% G
<u>3483</u> 3820	91.2% N/A	<u>2943</u> 3340	88.1% N/A	<u>5040</u> 5650	89.2% N/A

VODA: Backpack Buddies



The North Tyneside Partnership helped ensure deprived children didn't go hungry over the school summer holidays.

Backpack Buddies is a new SAINT (Social Action in North Tyneside) project launched in collaboration with The Bay Foodbank. The project provides bags of healthy and nutritious snacks to children to take home from school at the weekend when free school meals aren't available.

The scheme now delivers 12 bags each week and since launched in May 190 Buddy Bags has been delivered to children in North Tyneside.

Generous staff filled two large food bins of dried food in support of Backpack Buddies in July, which provides food for children at a local primary school when free school meals are not available.

Ann Morgan, Karen Burton and Jen Chamley subsequently attended food packing sessions at Meadow Well Connected in North Shields. In September, another five staff took part in a 'packing party' organised by North Tyneside VODA at the Quadrant.

They sorted donated food items into over 50 packs in September, which will go to children who live in households that are uncertain of having enough money to meet basic needs.

North Tyneside Partnership Director Margie Burdis said: *"I'm delighted that our staff supported North Tyneside VODA and this very important programme for the children of North Tyneside. As well as the obvious benefits that volunteering brings to local communities, we know that it's great for staff in terms of personal development and mental health."*



Over 12 hours donated in staff time

Over 70 bags filled by Capita staff and donations



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STEM Box Pilot

Emma Pupils at Percy Main Primary School had a day with a difference – designing a new community from scratch.

The Year Four pupils spent a full-day exploring what would be required to build a community and understanding some of the job roles involved.

They were supported by five Capita staff - STEM ambassadors Sam Berry, Jian Dong and Ken Horn as well as Jen Chamley and David Wall. Emma Garrick, of Skills Consultants, also helped make the day happen.

The children rotated around four activities: ecology; structural and civil engineering; transport planning and quantity surveying.

A 'STEM Box', purchased by Capita, contained a variety of resources for use during the activities. It contained: a road map and signals; building straws; microscopes; and micro:bit traffic light kits. The cost of the box was £2,500 and can be adapted to suit various year groups and their local environment.

Sam said: "Initially I was a bit nervous at the thought of spending an entire day with seven-year-olds, but I ended up really enjoying myself. "It was definitely satisfying to see most of the kids engaged and hopefully picking up a few things about the world of engineering, and what Capita is doing in their community."

Ken added: "It was a fantastic day and the kids loved it. I'm not going to lie, I also had some fun. I would like to think the kids now have a broader understanding into what goes into making and maintain the area they live in."

Emma Said "it has been great to work with Capita to develop projects to raise awareness of what Capita does, but more importantly encouraging children and young people to connect with their community and develop skills and knowledge, particularly STEM skills"



£2,500 for the design and equipment

26.5 hours spent on staff time at Percy Main Primary School



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