



North Tyneside Council

# Overview, Scrutiny & Policy Development Committee

Thursday, 22 August 2019

**Monday, 2 September 2019** 0.02 Chamber - Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY **commencing at 6.00 pm.**

<b>Agenda Item</b>	<b>Page</b>
<b>1. Apologies for Absence</b>  To receive apologies for absence from the meeting.	
<b>2. Appointment of Substitute Members</b>  To receive a report on the appointment of Substitute Members	
<b>3. Declarations of Interest and Dispensations</b>  You are invited to declare any registerable and/or non registerable interests in matters appearing on the agenda, and the nature of that interest.  You are also invited to disclose any dispensation in relation to any registerable and/or non-registerable interests that have been granted to you in respect of any matters appearing on the agenda.  Please complete the Declarations of Interests card available at the meeting and return it to the Democratic Services Officer before leaving the meeting.	
<b>4. Minutes</b>  To confirm the minutes of the meeting held on 18 July 2019.	<b>5 - 8</b>
<b>5. Mayors Annual Address</b>  To receive a presentation from the Elected Mayor on the Cabinets priorities for the coming year.	
<b>6. Efficiency Savings Programme: 2019/20 Quarter 1: Progress Report</b>	<b>9 - 40</b>

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.

To receive Quarter 1 position of key 2019/20 projects and business cases within the overall Efficiency Savings Programme.

**7. Technical Services Partnership - Capita Quarterly Update 41 - 64**

To receive the update detailing Partnership performance for Q1 (April – June 2019) against the agreed Annual Service Plan for 2019/20, and the financial outturn of 2018/19.

**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

**Thursday, 18 July 2019**

Present: Councillor S Graham (Chair)  
Councillors J Allan, A Austin, B Burdis, K Clark, M Green,  
A McMullen, A Newman, P Oliver, M Rankin, M Vine,  
D Cox, J Kirwin and L Miller

In attendance:  
Councillors

Apologies: Councillors Janet Hunter, Ord, W Samuel and Fallon

### **OV9/19 Apologies**

Apologies for absence were received from Councillor Janet Hunter and Mrs M Ord - Parent Governor Representative

### **OV10/19 Appointment of Substitute Members**

There were no substitutes

### **OV11/19 Declarations of Interest and Dispensations**

There were no Declarations of Interest

### **OV12/19 Minutes**

Resolved that minute of the meeting held on 17 June 2019 be confirmed;

### **OV13/19 Technical Services Partnership - Capita**

Phil Scott - Head of Environment, Housing & Leisure, Mark Longstaff - Head of Commissioning and Asset Management, Colin Macdonald - Senior Manager Technical & Regulatory Services and Margie Burdis – Capita Partnership Director attended the meeting to update the Committee to a programme of continual engagement on the operation of the Capita partnership.

In January 2019 Cabinet provided its response to the recommendations of the Scrutiny study groups work into the Capita Partnership.

The study group recognised the governance arrangements in place within the partnership and recommended that scrutiny should receive regular updates on its monitoring. It also recognised that it should party to information when the benchmarking review was undertaken at year 8 of the partnering arrangements.

The Committee was presented with information on both aspects and was asked to agree a 2019/20 Scrutiny of the Technical Services Partnership (Capita) programme.

### **Technical Services Partnership Annual service Plan 2019/20 briefing**

The Committee was reminded that the strategic objectives of the partnering arrangement were:

- Invest in the services;
- Job protection for the existing workforce;
- Growth opportunities for the services leading to job creation;
- Financial efficiencies;
- Co-location in the Borough; and
- Improved performance of the services

The Committee was informed that Technical Services Strategic Partnership Board (SPB) approved the Annual Service Plan (ASP) 2019/20 in March.

The ASP was aligned to the highlighted main aims of the work that would be covered by the Technical Services Partnership over the coming year with the continued commitment to work like a Council Service.

In addition to these Strategic Objectives the Technical Services Partnership would deliver a number of action plans with associated Key Performance Indicators (KPI's) that related to:

- Property Workstream
- Engineering Workstream
- Regulatory Services Workstream
- That were cross cutting
- KPI/PI relating to Major Capital Projects.

Schedule 10 – Annual Strategic Targets of the ASP would ensure;

- no compulsory redundancies for transferring TUPE staff without prior approval of the Authority
- Remain co-located with the Authority in Council offices.
- The investment of £2.050m in the partnership to create the platform for growth, service improvements and efficiencies / income generation
- Continue service improvements measured through our Performance Regime
- generate 5 new jobs, of which 1 will be an apprentice and 1 will be a graduate, to ensure delivery of the 50 new jobs between contract years 6-10.
- To provide gross income/savings of £6.140m through Business Case Delivery
- Further commitments on H&S, Member Support, Armed Forces support

A member asked to what support to Armed Forces was provided and if there was consideration for a guaranteed interview scheme. In response the Capita Partnership Director stated that Forces Assist Charity which she was the Chair would be supported in the current year, further support was to encourage ex armed forces personnel into engineering opportunities with Capita, she also stated that Capita would support a guarantee Interview Scheme.

A member asked for a greater understanding of the item in relation to the cost of money that was within the Appendix D – Business Case Saving Summary.

The Senior Manager Technical & Regulatory Services stated that the heading was in relation to the transfer of cash but indicated that further clarification would be provided.

A member asked the length of time that there had been involvement with Norham School and questioned what improvements had been realised.

The Head of Commissioning and Asset Management stated that Capita had a long relationship with the school, with a good relationship with the governing body and had increased GCSE success and offered to provide further information to members.

A member questioned the generation of 5 new jobs and asked if these had been secured.

The Capita Partnership Director stated that the target for new jobs had been realised and would provide information on the posts created.

### **Benchmarking Overview**

Technical Services Partnership contract requires Benchmarking Exercises at the 5th, 8th and 12th anniversary of the Commencement Date (1 November 2012).

The first Benchmarking Exercise was carried out under the Partnership following the 5th anniversary (1 November 2017), where, the Strategic Partnership Board accepted the recommendations and benchmark comparable data, with a summary of associated agreed next steps were provided to the Committee for each of

- Regulatory Services
- Property Services
- Engineering Services

The presentation also provided benchmarking outcomes for the overarching partnership delivery.

The second benchmarking review was scheduled to take place at the end of contract year 8 and work was underway to scope this exercise, which would build on the Year 5 approach and include external challenge.

It was stated that once the review had been scoped and agreed by the Strategic Partnership Board it would then be passed to Scrutiny to consider in March 2020.

A member raised concerns that members aren't always aware of utility works that are planned in their Wards and therefore can't inform/answer residents' concerns when approached.

In response the Capita Partnership Director stated that once permits had been issued for utility works Members would be informed.

It was **Agreed** that (1) the 2019/20 Scrutiny of the Technical Services Partnership (Capita) programme; and (2) the Technical Services Partnership – Capita report and presentations in relation to Technical Services Partnership Annual service Plan 2019/20 briefing & Benchmarking Overview be noted.





**Meeting:** Overview, Scrutiny & Policy Development Committee

**Date:** Monday 2nd September 2019

**Title:** Efficiency Savings Programme:  
2019/20 Quarter 1: Progress Report

**Author:** Janice Gillespie

Tel: 0191 643 5701

**Service:** Resources

**Wards affected:** All

## 1. Purpose of Report

The purpose of this report is to update Overview, Scrutiny & Policy Development Committee on the Quarter 1 position of key 2019/20 projects and business cases within the overall Efficiency Savings Programme.

## 2. Recommendations

The Committee is recommended to note the position of the projects, in terms of both project and savings delivery.

## 3. Summary

The Authority has implemented significant change to support delivery of its Efficiency Savings Programme and its six key priority outcomes:

- Ready for School
- Ready for Work and Life
- Cared for, Safeguarded and Healthy
- Great Place to Live, Work Visit
- Fit for Purpose Organisation
- Maximising Resources

As part of the 2019-2023 financial planning process, the Cabinet and Council agreed an Efficiency Plan which set out a series of projects which would deliver required savings whilst delivering priority outcomes. These projects form the basis of this report.

The table below provides a summary of progress in project delivery and achievement of savings and/or income across the programme.

Project Delivery			Savings Delivery			£m
Blue	All milestones complete	20	Blue	Full saving realised and coded in the General Ledger	12	1.161
Green	All milestones are forecast to be met within timescales; no concerns about delivery of future milestones	10	Green	Full saving forecast to be realised but not yet coded in the General Ledger	22	6.271
Amber	Some milestones delayed and/or minor concern about delivering some future milestones	9	Amber	Projected shortfall in savings up to a value of £0.050m	7	0.169
Red	Milestones significantly delayed and/or major concern about delivering future milestones	7	Red	Projected shortfall in savings in excess of £0.050m	5	2.932

The Authority's financial position at the end of quarter one reported that:

- £1.161m has been delivered against the overall target via project activities outlined in associated business cases;
- A further £5.171m is expected to be delivered against the targets during the course of the financial year;
- Another £1.100m of underachieving projects are projected to be achieved by management action mitigation in-year;
- £3.101m of the overall target remains to be delivered at this stage of the financial year.

#### 4. Background Information

The following documents have been used in the compilation of this report:

- Efficiency Savings Programme 2019/20 Update Report: Quarter 1(attached)

# Efficiency Savings Programme

2019/20  
Quarter 1 Report

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# Executive Summary

This is the 2019/20 Quarter 1 Progress Report summarising the delivery status of the Efficiency Savings Programme as at 30 June 2019.

The overall savings requirement for the 2019/20 business cases agreed by Council in February 2019 is £10.533m. This report shows the outcome of both the project work and the realisation of associated savings, broken down by the six key outcomes: Ready for School; Ready for Work and Life; Cared for, Safeguarded & Healthy; Great Place to Live, Work and Visit; Fit for Purpose Organisation; and Managing Resources.

The Authority's quarter one position shows that:

- £1.161m has been achieved;
- £5.171m is forecast to be achieved;
- £1.100m of mitigation toward the total savings requirement has been identified; and,
- £3.101m is still to be achieved.

As part of the Council's programme management arrangements, all business cases and projects within the Efficiency Savings Programme are monitored on a regular basis. Each project is given a RAG rating for project delivery and savings delivery. The definitions and numbers of projects falling into those categories are shown below.

Work Delivery			Savings Delivery			£m
Blue	All milestones complete	20	Blue	Full saving realised and coded in the General Ledger	12	1.161
Green	All milestones are forecasted to be met within timescales; no concerns about delivery of future milestones	10	Green	Full saving forecasted to be realised but not yet coded in the General Ledger.	22	6.271
Amber	Some milestones delayed and/or minor concern about delivering some future milestones	9	Amber	Projected shortfall in savings up to a value of £0.050m.	7	0.169
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# Ready for School

## Continue to Redesign 0-19 Services (2019/20 target: £0.831m)

Starting with ante-natal services this proposal aims to continue our work to target our services at need and to manage demand for more specialist services. Critical to delivery will be the Healthy Child Programme and the work to increase the richness and consistency of the Early Help offer. This approach links to Government Policy and best practice through concentrating on prevention and developing more schools to deliver Early Years, which, in turn, saves money and avoids cost.

<b>Savings from Full Year Effect of 2018/19 Saving</b>	<b>£0.515m</b>
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### A. Early Help & Vulnerable Families – Family Gateway (£0.065m)

#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Amber
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The current forecast is that £0.056m of this saving will be achieved, representing 86% of the target.

#### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Amber
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The Service has undertaken a review of the early help commissioned services to ensure they maximise both efficiency and impact and align these services to the developing service model. This work has enabled a forecast delivery of 86% of the target. The Service will continue to work throughout the financial year to achieve the remaining 14%.

### B. Selling Capacity at Riverdale (£0.025m)

#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Amber
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The current forecast is that the Service will deliver this saving on target at £0.025m. The saving was not anticipated to be realised until March 2020 but has been given an Amber rating highlighting the fact that currently there is no spare capacity at Riverdale to enable spaces to be sold. The Service remains confident that it will be able to achieve this saving by year end.

#### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Amber
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This proposal relates to the Authority selling spare spaces at the Riverdale Assessment unit to the wider market. Currently there are no spare capacity available so the Service is unable to actively offer spaces to other local authorities. Once spaces become available the Service will actively approach the market to generate income from any spare capacity.

### C. Early Life Support & Prevention (£0.097m)

#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Green
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This saving is forecasted to be delivered on target. The original milestone was for the saving to be fully realised by the start of this financial year. The Green rating signifies the Service's confidence that the saving will be fully coded out by quarter 2.

#### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Complete
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This proposal relates to the removal of residual budgets within Childcare Premises. A review of these codes has taken place and the Service is confident the saving can be achieved in full. The work to identify the saving has been completed.

### D. Public Health (£0.328m)

#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Green
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The entire £0.328m is forecast to be achieved. The original milestone aimed for the saving to be coded in the General Ledger in April 2019. Whilst this milestone has not been met, the Service is confident the saving is in place and will be coded out during quarter 2.

#### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Complete
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This proposal was agreed as part of the 2018/19 budget and relates to plans to renegotiate contracts relating to drug and alcohol, 0-19 service, sexual health, stop smoking, health checks, and health promotion within the Public Health service. Work has taken place during 2018/19 and new contracts are in place to enable a saving to be realised in 2019/20.

### Savings from New 2019/20 Projects

£0.265m

### E. Early Help & Vulnerable Families – Troubled Families Income (£0.265m)

*This proposal represents a continuation of the effective redesign and delivery of 0-19 services, including the introduction of locality teams in 2015 and their expansion in 2017, the establishment of a Ready for School Centre in 2018, and a partnership approach to helping turn around troubled families. This strategy aims to continue our work to target our services at need and to manage demand for more specialist services. We will review the range of partnership services commissioned to deliver 0-19 services and seek opportunities to maximise their efficiency and ensure they are aligned to the overall delivery model in North Tyneside. We have been successful at delivering the Troubled Families programme in North Tyneside and have so far secured more than £1m in attachment fees and transformation grant for those children and families we have worked with over the period of the programme. In addition to the attachment fees*

and transformation grant, there is an opportunity to secure significant “payment by results” income for the work we do with children and families. This is one-off income and is separate to the core transformation grant that we receive. We are confident that we are delivering the work required to demonstrate the required results; key to success of this income proposal is ensuring we have appropriate systems and processes to record and report on this work in order to submit claims to the Department for Education.

### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Amber
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Savings will be delivered throughout the year, based on performance. £0.249m (94%) of the savings target is currently forecast to be achieved, but results will be monitored and the forecast adjusted accordingly.

### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Amber
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Savings are based on sound practice and positive outcomes. Work is on plan and will continue throughout the year. The amber rating reflects the fact that current work plans are not forecasted to deliver the full savings target and the Service will be required to continue to monitor the situation closely as it looks to maximise the level of income it generates and fully achieve the saving by year end.

<b>2018/19 Savings Carried into 2019/20</b>	<b>£0.051m</b>
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### **F. New Model to Support Children – 2018/19 (£0.051m)**

#### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
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This saving was achieved in 2018/19 via one-off management actions and a permanent solution is required for 2019/20. The entire £0.051m savings target is forecast to be achieved in 2019/20.

#### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Amber
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The Service is continuing to explore all available options to permanently secure this saving. Until a permanent solution is identified by the Service an amber rating has been applied. The Service is confident they can continue to meet the saving requirement through in-year management actions until that point.



# Ready for Work and Life

## Delivering Whole System Support to Children with Additional Needs (2019/20 target: £0.100m)

*Changes in legislation and national policy regarding children with Special Educational Needs and Disabilities (SEND) have placed significant additional demands on local authorities. These changes also place an additional emphasis on the role of “local areas” to meet the needs of children with additional needs, including the full range of partners involved.*

*Rising demand has created significant pressures for all local authorities and their partners, and reinforced the need for a whole-system response. We will build resilience in the universal offer to prepare young people with additional needs for adult life by developing an integrated approach across education, health and care services.*

*As part of a wider strategy, this budget proposal is particularly concerned with ensuring needs are appropriately funded by the relevant agency, in line with statutory responsibilities and policy. We will ensure there is a clear policy for funding decisions and a consistently applied process for ensuring funding is appropriate and the source of funding is in line with the agreed policy. This will ensure the authority maximises the levels of Continuing Care funding received from the CCG where health needs have been clearly identified and are being met by packages of care commissioned by the Authority.*

### **Savings from New 2019/20 Projects**

**£0.100m**

#### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
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The entire £0.100m savings target is currently forecast to be achieved. The proposal's original target was for the saving to be reflected in the general ledger by the end of Quarter 1 and although that target hasn't been met, a green rating has been applied to reflect the confidence that this will be achieved in the next quarter.

#### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
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As part of a wider strategy, this budget proposal is particularly concerned with ensuring needs are appropriately funded by the relevant agency, in line with statutory responsibilities and policy.

The Service has worked on ensuring there is a clear policy for funding decisions in place and a consistently applied process for ensuring funding is appropriate and the source of funding is in line with the agreed policy. This work will ensure the Authority can maximise the levels of Continuing Care funding it receives from the CCG or the wider NHS where health needs have been clearly identified and are being met by packages of care commissioned by the local authority.

# Cared for, Safeguarded & Healthy

## Responding to Rising Complex Needs (2019/20 target: £1.000m)

*Whilst there will be a continuing clear focus on preventing health and social needs from occurring and escalating, the need for formal care and support will continue. We know that complexity of need is increasing and the cost of providing services is rising exponentially. From a public health perspective, we will continue to focus on the principal preventable causes of ill health – tobacco, obesity, alcohol misuse and poor mental health (including social isolation). We will seek to reduce costs by ensuring that the Authority secures the appropriate contributions from our partners in accordance with the legislative framework. We need to mitigate against the rising costs of care whilst still ensuring that people are ‘cared for and safeguarded’. We will carry out a review of all current funding to voluntary organisations not currently on a commissioned framework. This will provide an opportunity to review the total spend holistically and ensure any work complements and is not duplicated by the work to create new community hubs. Over the past five years the number of people supported in extra care and independent supported living schemes has continued to rise in the Borough and we know that using this approach can delay and prevent the use of more costly residential care and that our residents prefer to be supported in their own homes. This journey will continue with increased provision of specialist housing in the Borough, which is affordable now and in the longer term.*

**Savings from Full Year Effect of 2018/19 Saving**

**£0.400m**

### A. Responding to Rising Complex Needs (£0.250m)

#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Green
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The entire savings target is forecast to be achieved. The milestones, as set out in the proposal, anticipated the full saving would be recognised by year-end and as such the saving delivery is on track.

#### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Green
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New processes and governance were implemented during 2018/19 that should help secure additional CHC and S117 funding. To ensure the savings are delivered the Service is continuing to train its social work teams to make certain the case for funding health needs is made as strongly as possible as well as ensuring Senior Management can provide challenge to the CCG to maximise the funding received.

## **B. Disability and Mental Health (£0.100m)**

### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
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The entire £0.100m savings target is forecast to be achieved. The milestone set out in the proposal was for the saving to be recognised by year end. At quarter one the Service is on track to deliver this saving.

### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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Both the Charlton Court and Bonchester sites were opened for clients in July 2019. This completes the work the Service set out to achieve this proposal. The Service will continue to monitor the position during the financial year to ensure that the saving will be achieved in full by year end.

## **C. Strategy and Transformation (£0.050m)**

### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
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The entire £0.050m is forecast to be achieved. The original milestone aimed for the saving to be coded in the General Ledger in April 2019. Whilst this milestone has not been met, the Service is confident the saving is in place and will be coded out during quarter 2.

### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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This proposal was agreed as part of the 2018/19 budget and relates to plans to renegotiate block contracts within Adults Social Care. Work has taken place during 2018/19 and new contracts are in place to enable a saving to be realised in 2019/20.

## **Savings from New 2019/20 Projects**

**£0.300m**

## **D. Wellbeing and Assessment (£0.300m)**

### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Red
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£0.050m of this target relates to a saving forecasted to be achieved by August 2019 relating to a budget reduction, this element of the saving is on track. The remaining £0.250m relates to the development of in-house or LATC delivery model for complex non-residential packages, plus on-going work re partnerships and governance, which was anticipated to deliver savings by March 2020. Currently, this element is not forecast to be achieved.

### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Red
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This is the continuation of a budget proposal agreed and implemented during 2018/19. A review of all current funding to voluntary organisations, not currently on a commissioned framework is underway. This will provide an opportunity to review expenditure holistically and ensure the work complements and is not duplicated by the work on the community hubs. Further work is required to explore all options available to achieve this saving.

<b>2018/19 Savings Carried into 2019/20</b>	<b>£0.300m</b>
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### E. Residential Care Fees – 2018/19 (£0.300m)

#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Green
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The entire £0.300m savings target is forecast to be achieved. The current projection is that these savings will be achieved via in-year mitigations and the permanent savings will be secured in 2020/21.

#### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Red
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This was achieved in 2018/19 via one-off management actions and a permanent solution is required for 2019/20. A consultation document is currently with care home providers covering fee proposals for 2019/20 and the proposed revision to the quality banding structure. However, the new quality banding would be expected to come into effect for the beginning of 2020/21. As a result the service is expecting to need to find mitigations to achieve this saving in 2019/20. Work is on-going to full identify these mitigations but following on from 2018/19 the service is confident that they can deliver the saving in this fashion again in 2019/20.

### A Focus on the Social Care Customer Experience (2019/20 target: £0.324m)

*Health and social care is a complex set of systems often governed by distinct pieces of legislature and delivered by multiple services, even within a single organisation such as the Authority. In 2017 we reviewed the adult social care customer journey and ensured that our customers had a named worker, based in a local team, who would remain with that person throughout their social care journey. This has proved successful and is enabling better quality customer relationships to develop, as well reducing costly, duplicate processes from occurring. We aim to go further and whilst there are limited direct cost savings at this stage, we know that getting the right person to do the right thing correctly the first time means we are able to direct our resources more effectively and mitigate against the increasing demand for good quality advice and information. This proposal will:*

- *Continue with our highly successful case management modernisation programme, to ensure that social care payments and processing are accurate, clear and efficient; and,*
- *Make best use of the new 'My Care' portal in the initial screening and contact service gateway to support NHS and other wellbeing professional to self-serve or make online referrals; this will create more time for resident calls. The new community hubs will*

provide close, comfortable locations for our customers to meet with our social work teams and reduce the number of costly home-based visits workers current undertake.

<b>Savings from New 2019/20 Projects</b>	<b>£0.225m</b>
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**A. Social Care Customer Experience – Assistive Technology (£0.200m)**

**Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Red
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Whilst our strategy over recent years has been successful in reducing admissions to residential and nursing care, and supporting more people to live at home, the costs associated with home care have increased significantly. During 2017/18, we worked to reduce the number of home care packages that involved two carers visiting a home, through an increased use of equipment, adaptation and technology. We plan to take this work further by investing in cutting-edge, modern technology which can help people do more for themselves, maintaining their independence and wellbeing. The associated financial benefit will be a reduction in the number of home care hours commissioned. Currently, £0.100m of the total savings target is forecast to be achieved.

**Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Red
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Work is underway, with specialist support, and is on track for completion in October 2019, with resulting savings expected by March 2020. At this stage further work is expected to be required to achieve the full £0.200m target and, as such, a red rating has been applied at quarter one.

**B. Social Care Customer Experience – Provider Payments (£0.025m)**

**Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
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The entire saving is forecast to be achieved and is on track to be realised in line with the milestone set for September 2019.

**Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
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In 2018, HECS implemented a new case management system for children’s and adult social care. Alongside this a new payment system called ContrOcc was implemented. The Service continues the development of this system to ensure that all payments, invoices and charges are made via this system. Linked to this is an opportunity to streamline and reduce the amount of staff time currently involved in these processes. A staff saving is expected in September which will deliver the saving.

**2018/19 Savings Carried into 2019/20**

**£0.099m**

**C. Re-engineering the Customer Pathway Year 2 (£0.099m)**

**Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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The entire £0.099m savings target has been achieved via deletion of a post

**Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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The work related to a review of the staffing structure and this enabled the deletion of a post.

**Leading Sector-Led Improvement (2019/20 target: £0.100m)**

*North Tyneside has developed a national reputation for the quality of its children's services, including receiving Partners in Practice status from the Department for Education and the opportunity to deliver sector-led improvement (SLI) to other authorities in the country. This work will develop a long-term offer for SLI as well as exploring opportunities to provide ad hoc and bespoke support to authorities that seek it from us. This will bring additional income.*

**Savings from New 2019/20 Projects**

**£0.100m**

**Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Amber
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Currently £0.050m (50%) of the total savings target is forecast to be achieved as at quarter one.

**Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Amber
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Success of this proposal is dependent on:

- Maintaining, and further improving, quality and outcomes through delivery of North Tyneside services, in order to further grow our reputation across the sector;
- Delivering our funded PiP obligations to a high standard and demonstrating our ability to support other authorities to improve;
- Effective and proactive marketing of the North Tyneside offer across the sector;
- Sufficient senior and operational management capacity to deliver this commercial work; and,



- A ‘whole Council’ approach to SLI, as a number of our strengths which we could sell relate to areas outside of social care, such as data analysis and workforce development.

Sustaining a high profile within the sector also opens a number of opportunities to access other government funding streams.

Work is underway to ensure all of these actions are being delivered but to date only 50% of the original target is forecasted to be achieved. The Service will continue working on the above as well as exploring alternative options to achieve the remaining 50%.

## **Delivering our Accommodation Strategy for Social Care (2019/20 target: £0.425m)**

*Early work on the Cabinet’s Affordable Homes Programme has demonstrated the Authority’s ability to deliver specialist housing which supports independent living and reduces costs. This proposal aims to continue to shape our housing growth plans to include specialist housing products and services for children and adults with additional needs, Looked After Children and older people. We have had significant success with recent developments at Mitford Gardens and Elm House, which have also proved better value for money than external options, and the joint team with commissioning, housing and social care expertise that was created for this work will continue to explore opportunities to develop a range of other internal accommodation services in line with our strategy in order to save costs on existing pilot work to deliver at scale. Specifically the accommodation strategy for Looked After Children and care leavers is focused on keeping children and young people connected to their communities, maintaining relationships with families and support networks, and promoting independent living with specialist housing in the Borough, which is affordable now and in the longer term.*

<b>Savings from Full Year Effect of 2018/19 Saving</b>	<b>£0.260m</b>
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### **A. Delivering Accommodation Strategy for Social Care - 2019/20 (£0.260m)**

#### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
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The entire £0.260m savings target is forecast to be achieved. The milestones set a target date of March 2020 so the Service is on track to realise the savings in line with the milestones.

#### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
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This saving is made up of two proposals Fostering Strategy and Accommodation Strategy. The Service has been working to develop its Fostering Strategy and consultation was completed in August. The draft strategy was presented and discussed at SLT and with lead Members and a final proposed will be presented to Cabinet in October. The Service has also been conducting a review of its accommodation strategy including the development of new internal provisions aimed at reducing the use of external provision.

**B. Alternative Service Delivery Model – 2018/19 (£0.140m)****Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
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The entire £0.140m savings target is forecast to be achieved however, at this stage there is an expectation that this might need to be achieved via in-year mitigations. The Savings delivery has been given a green rating as the Service is confident that, in the same manner as 2018/19, they will be able to mitigate the saving in full.

**Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Red
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This saving was mitigated through management actions in 2018/19. The Service is continuing to explore options available to permanently secure this saving. Until a permanent solution is found the Service is confident that they will be able to continue to meet this saving in-year.

**C. Children's Spend (IFAs) – 2018/19 (£0.025m)****Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
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The entire £0.025m savings target is forecast to be achieved however, at this stage there is an expectation that this might need to be achieved via in-year mitigations. The Savings delivery has been given a green rating as the Service is confident that, in the same manner as 2018/19, they will be able to mitigate the saving in full.

**Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Amber
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This saving was mitigated through management actions in 2018/19. The Service is continuing to explore options available to permanently secure this saving. Until a permanent solution is found the Service is confident that they will be able to continue to meet this saving in-year.



# Great Place to Live, Work and Visit

## Regenerating the Borough and Building Up Business (2019/20 target: £0.103m)

On 26 November 2018, Cabinet approved an overarching Regeneration Strategy (the Strategy) "An Ambition for North Tyneside". The aim of the Strategy is to match ambition for North Tyneside to the Local Plan which sets out the strategy for the next 15 years. The Regeneration Strategy recognises what has been achieved so far and how the Borough has changed. The Strategy takes a forward look at what we are doing, what we will do next and what we will do if we can and this is being developed across the four areas of the Borough.

The people and places of North Tyneside have always been about ambition. The Authority will support that ambition and innovation. The Strategy aims to shape North Tyneside and make sure it is fit for the future. As part of that, the Authority will continue to work with and encourage inward investment into the borough and growth in new business.

<b>Savings from New 2019/20 Projects</b>	<b>£0.103m</b>
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### A. Business and Enterprise (£0.042m)

#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Green
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The entire £0.042m of this saving is forecast to be achieved. The original milestone was for this saving to be achieved and fully coded in the general ledger by June 2019. The saving is still to be coded out but will be fully completed in quarter two.

#### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Complete
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The proposal required ERDF funding to be secured which would cover current NTC salary costs. The funding was secured in April 2019 and work is therefore completed.

### B. Regeneration (£0.049m)

#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Amber
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The current forecast is for £0.025m of the £0.049m saving to be achieved as at quarter one. The Service is anticipating that the remaining £0.024m will be secured in September. There is still an element of risk around the achievement of this element and as such an amber rating has been deemed appropriate until the saving can be secured.

#### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Amber
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This proposal relates to a restructure within Regeneration & Economic Development involving a deletion of a post and an increase in another post's full time equivalent value. So far the restructure has delivered 51% of the savings target. It is forecasted

that the remaining saving will be achieved by September. The amber rating reflects that the original milestone was for the full saving to be delivered within quarter one.

### C. Swans Site Management (£0.012m)

#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Green
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The entire £0.011m target is forecast to be achieved via service charges paid throughout the year. The original milestone was for this to be fully achieved and coded within the general ledger by June 2019. This saving has been achieved but as yet has not been coded in the ledger. This will be fully completed in quarter two.

#### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Complete
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The proposal was for the remaining security charges linked to the management of the Swans site to be covered by service charges levied on the development plots. The change to the service charges was implemented and the work is completed.

### Profit from Property Development (2019/20 target: £0.670m)

*The housing and property market in North Tyneside has remained relatively buoyant through a difficult decade. In parallel to the Mayor and Cabinet's Affordable Homes Programme and in line with the Draft Local Plan this proposal aims to use a range of commercial models to exploit current and acquired assets to build for profit. We expect this to happen both at scale and at a property by property basis beginning with initial work in North Shields (Northumberland Square) and Whitley Bay (The High Point, Whiskey Bends and The Avenue). This links to the Government ambition to deliver more homes. The target for this project was reduced via a £0.180m Trading Company dividend.*

<b>Savings from Full Year Effect of 2018/19 Saving</b>	<b>£0.670m</b>
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#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Green
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The Trading Company is profitable and a dividend is expected to cover the saving. The dividend will not be payable until the year-end, in-line with the milestone set.

#### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Green
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Work is on plan and will continue throughout the year to maintain/increase profits.

## Post 2019 Construction Delivery (2019/20 target: £0.500m)

Throughout 2018/19 the Construction Project has been working to prepare for the return of services for the delivery construction services to both the Housing Revenue Account and the General Fund. This project will continue into 2019/20 as over 400 staff are TUPE'd into the Authority and a re-modelled approach to delivery is implemented in order to reduce cost and grow the business in the future.

**Savings from New 2019/20 Projects**

**£0.500m**

### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Green
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Currently, the entire £0.500m target is expected to be delivered. This forecast position will be reviewed in-line with the October review.

### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Green
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This proposal relates to the opportunity that the return of the repairs and maintenance service will bring with regards to charging the appropriate level of support services recharges to the HRA to reflect the greater number of staff and increased activity. The position is being monitored through the first 6 months of operation and a review will then take place in October to ensure the appropriate level of service recharge.

## Develop our Community Hubs (2019/20 target: £1.403m)

Over the last decade the Authority has created significant assets to support and serve our communities. Four Customer First Centres have been delivered alongside new assets in Dudley, Shiremoor, Battle Hill and Howdon as well as significant investment in the leisure offer in Whitley Bay, North Shields, Wallsend and Killingworth. In harmony with the work to protect and develop the cultural offer this proposal aims to identify the needs of each community and focus services to support those needs and provide a universal service which helps manage demand for more intensive and expensive support. The outcome will be the development of our team and work with partners to deliver a maximum use of an optimum number of hubs. We will move away from separate management of services, to integrated teams that have a shared focus on promoting wellbeing and keeping people 'healthy'. Each community hub will be tailored to meet the unique needs of each of the four localities across the Borough.

This is one of three ambitious cross-cutting savings proposals that have been identified as being challenging to achieve and, as such, Cabinet and SLT have been working to formulate a permanent solution to meet the targets. In the previous financial year, the Authority was able to take advantage of its Treasury Management Strategy to secure in-year mitigations to offset these targets. Continued benefits of this Strategy have enabled management actions of £1.100m to be identified, which will provide in-year mitigations to these targets in 2019/20. SLT is continuing to work on identifying further activity, actions and plans to achieve the residual target.

A number of sessions have already been held by the Senior Leadership Team to give early consideration as to the actions required to manage the financial risks identified for 2019/20, including what additional actions can be taken in line with the Authority's Efficiency Statement.

<b>Savings from Full Year Effect of 2018/19 Saving</b>	<b>£1.403m</b>
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**Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Red
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Work done to date has highlighted the ambitious nature of the target and as such the Community Hubs project is only expected to contribute a small percentage of the overall target. Currently, £0.200m of the total savings target is forecast to be achieved, with another £0.300m expected in mitigation from management actions identified by the Senior Leadership Team. The Senior Leadership Team are exploring other options and developing alternative action plans to achieve the residual balance.

**Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Red
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At the start of 2019 the Authority was successful in securing a grant from Public Health England in support of a bid to relocate the Drug and Alcohol Services into the Wallsend Community Hub. A project team has been established to oversee the project including securing the legal permissions required to make all the required structural and interior changes to the building as well as exploring all available options to deliver savings against the target. This project is on target to meet its Milestones and deliver the project within 2019/20. The residual balance will require further work to identify proposals to achieve this remaining amount.

**Protect & Develop North Tyneside's Cultural Offer (2019/20 target: £0.625m)**

*In a period of significant financial pressure, North Tyneside Council has managed to sustain and develop a rich cultural offer. This project aims to continue to work with cultural partners to protect and develop the offer, making the most of the Authority's assets, with an optimum sport, leisure and library offer that makes the maximum difference to residents, business and visitors delivering a developed and sharpened events programme while exploiting opportunities to maximise income and reduce costs. This links to Central Government's Culture White Paper and National Library Strategy.*

<b>Savings from New 2019/20 Projects</b>	<b>£0.625m</b>
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**A. Sport and Leisure (£0.600m)**

**Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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The service is currently benefiting from a change in the VAT rules that had previously restricted local authorities from treating sporting facilities as being exempt from VAT. The rule change means the Authority no longer needs to levy VAT on leisure activities offered in our sporting facilities. This has allowed the increase of income targets within the Sport and Leisure service. This saving is now complete.

### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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The areas where budgets could be increased as a result of the VAT change have been identified and adjusted. The work is now complete.

### **B. Arts (£0.025m)**

#### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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Income budgets have been increased to reflect the increased sponsorship income. As such the entire savings target has been achieved.

#### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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The proposal was to work with partners to generate more income from sponsorship and make more efficient use of existing resources. This will reduce the demand upon the existing budgets for the delivery of library, events and arts provision. Income budgets have been increased and work is now complete.

## **10 Year Plan for Waste (2019/20 target: £0.200m)**

*For ecological and financial reasons it is imperative that local authorities have long term plans for waste. This proposal aims to establish a 10 year plan to increase recycling and contain the growth of waste costs as well as developing a post 2022 solution for disposal of residual waste.*

<b>Savings from Full Year Effect of 2018/19 Saving</b>	<b>£0.100m</b>
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### **A. Alternate Weekly Collection (£0.100m)**

#### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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Current projections suggest that the volume of waste is continuing to reduce into 2019/20 as a result of AWC and the entire saving has been achieved.

#### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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Alternate Weekly Collections commenced in August 2018 and the service continues to monitor volumes of materials that are being collected under the new strategy. If the trend continues then work is complete.

<b>Savings from New 2019/20 Projects</b>	<b>£0.100m</b>
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**B. Cost Reductions from Alternate Weekly Collection (£0.100m)**

**Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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The entire £0.100m target has been achieved.

**Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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This saving has been achieved through operational changes that the Service was able to implement as a result of the introduction of Alternate Weekly Collections, saving on fuel and vehicle costs. The work is now complete.

# A Fit for Purpose Organisation

## How We Are Organised (2018/19 target: £0.539m)

As services change the organisation must change with them. This proposal aims to ensure the organisation is reshaped to reflect changes in services and reductions in resources. In addition to changes in service delivery it also aims to ensure the organisation’s infrastructure is changed and shrinks in line with the rest of the organisation with resultant changes in overheads and recharges. This will include taking opportunities to streamline the Authority’s decision-making infrastructure and processes where appropriate; in addition making sure that infrastructure is tested against best practice, the priorities of the Mayor and Cabinet and the market.

<b>Savings from Full Year Effect of 2018/19 Saving</b>	<b>£0.100m</b>
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### A. Early Help & Vulnerable Families – Youth Offending and Early Help (£0.100m)

#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Green
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The entire £0.100m target is currently forecast to be achieved in line with the March 2020 milestone set. The position will continue to be monitoring as the Service continues its service review.

#### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Green
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This proposal was based on anticipated savings that would be available following a review of the service delivery options around, Early Help, and Youth Offending. The service is currently undertaking this review and remains on target to deliver the work in line with the March 2020 milestone set. The current proposal will be to delete 2 admin posts as well as continuing to hold a vacant Youth Justice post. The Service will continue to explore opportunities of providing work to Northumberland County Council.

<b>Savings from New 2019/20 Projects</b>	<b>£0.439m</b>
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### B. Early Help & Vulnerable Families – Additional Income and Budget Reduction (£0.268m)

#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Amber
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The line by line review is forecast to be on target to deliver the full £0.168m expected from this exercise in line with the March 2020 milestone set.

The proposal to secure £0.100m of external funding is currently forecast to only deliver £0.050m of this target in line with the March 2020 milestone.



### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Amber
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This proposal contains two elements. Firstly, a line-by-line review of budgets and expenditure is being undertaken to identify a range of areas where budgets can be reduced through tighter gatekeeping of discretionary spend. £0.168m is forecast to be delivered via this exercise.

A range of bids have also been submitted for funding for 2019/20 and HECS will continue to consider opportunities as they arise, ensuring they target their resources effectively and maximise value for money. £0.050m of the remaining £0.100m is forecast to be delivered via this route.

A further review is underway to secure the remaining savings required.

### **C. Sport & Leisure (£0.021m)**

#### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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The entire £0.021m saving has been achieved in line with the milestone set.

#### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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This saving has been achieved through a staffing reduction of 2 part time posts within the Sport & Leisure team. Work is complete.

### **D. Commissioning (£0.032m)**

#### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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The entire £0.032m saving has been delivered in line with the milestone set. This has been achieved through a reduction in 3rd party fees.

#### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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The existing CAPITA Childcare Web Portal and EVINCE childcare information system ensure there is an effective interface between parents, providers (Schools and PVI) and the Authority. This facilitates access to childcare information, eligibility checking and financial payments that cover all government funded childcare provision across North Tyneside. As the system continues to embed, efficiencies will be derived from reducing the need for additional technical support and reducing the reliance on additional staff time as the IT system and processes become more automated. All work is complete.



## **E. Procurement (£0.018m)**

### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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The entire £0.018m saving has been achieved in line with the milestone set.

### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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The transfer of the Procurement Function from Engie back to the Authority has provided opportunities to rationalise existing procurement processes. The current annual payment to Engie will cease and procurement duties will be integrated across the Commissioning Service. In anticipation of this occurring budgets have been reduced to reflect the lower third party fees payable. All work is complete.

## **F. Car Mileage (£0.100m)**

### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
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The entire £0.100m saving is forecast to be achieved in line with the March 2020 milestone.

### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
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A review of car mileage budgets and expenditure is underway and a reduction to budgets will be made against areas in surplus. Work is on plan and the review of mileage will continue throughout the year.

## **Procurement – Sourcing Savings from 2018/19 (2019/20 target: £1.592m)**

*This is one of three ambitious cross-cutting savings proposals that have been identified as being challenging to achieve and, as such, Cabinet and SLT have been working to formulate a permanent solution to meet the targets. In the previous financial year, the Authority was able to take advantage of its Treasury Management Strategy to secure in-year mitigations to offset these targets. Continued benefits of this Strategy have enabled management actions of £1.100m to be identified, which will provide in-year mitigations to these targets in 2019/20. SLT is continuing to work on identifying further activity, actions and plans to achieve the residual target.*

*A number of sessions have already been held by the Senior Leadership Team to give early consideration as to the actions required to manage the financial risks identified for 2019/20, including what additional actions can be taken in line with the Authority's Efficiency Statement.*

**2018/19 Savings Carried into 2019/20****£1.592m****Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Red
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In previous years savings have been achieved against this proposal from various actions aimed at reducing the cost of procurement. However, the target is ambitious and as such is unlikely to be delivered in its current form. £0.400m of the total saving is currently forecast to be achieved, with another £0.200m expected in mitigation from management actions identified by the Senior Leadership Team to date.

**Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Red
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SLT is continuing to work to identify further activity, actions and plans to achieve the residual target during 2019/20.

**Management Savings from 2018/19 (2019/20 target: £1.287m)**

*This is another of the three ambitious cross-cutting savings proposals identified as being challenging to achieve. Cabinet and SLT have been working to formulate a permanent solution to meet the targets. In the previous financial year, the Authority was able to take advantage of its Treasury Management Strategy to secure in-year mitigations to offset these targets. Continued benefits of this Strategy have enabled management actions of £1.100m to be identified, which will provide in-year mitigations to these targets in 2019/20. SLT is continuing to work on identifying further activity, actions and plans to achieve the residual target.*

*A number of sessions have already been held by the Senior Leadership Team to give early consideration as to the actions required to manage the financial risks identified for 2019/20, including what additional actions can be taken in line with the Authority's Efficiency Statement.*

**2018/19 Savings Carried into 2019/20****£1.287m****Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Red
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In previous years savings have been achieved against this proposal from various actions aimed at reducing the cost of management. However, the target is ambitious and as such is unlikely to be delivered in its current form. £0.600m of the total saving is currently forecast to be achieved via mitigation from management actions identified by the Senior Leadership Team

**Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Red
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SLT is continuing to work to identify further activity, actions and plans to achieve the residual target during 2019/20.

## Other Staffing Savings from 2018/19 (2019/20 target: £0.044m)

*This is a 2018/19 staff saving proposal which was achieved in 2018/19 through management actions but will be achieved permanently in 2019/20.*

<b>2018/19 Savings Carried into 2019/20</b>	<b>£0.044m</b>
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### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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This was achieved in 2018/19 via one-off management actions and a permanent solution was required for 2019/20. A post has been deleted and all of the £0.044m saving has been achieved.

### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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The staffing post has identified and the budget adjusted. Work is now complete.

# Maximising Resources

## Fees and Charges (2019/20 target: £0.284m)

The Authority has an agreed Fees and Charges Policy that reflects policy priorities, need and the wider market in which we operate. This proposal will continue our work to regularly review our Fees and Charges.

<b>Savings from Full Year Effect of 2018/19 Saving</b>	<b>£0.102m</b>
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### A. Bereavement (0.020m)

#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Complete
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The entire £0.020m saving has been achieved via an increase in income targets which the Service is forecasting to achieve. The Service will continue to monitor the position throughout the year to ensure the level of income generated remains on target.

#### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Complete
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The Service is now operating with increased fees and charges. Work is therefore complete but monitoring will continue throughout the year.

### B. Facilities and Fair Access (£0.082m)

#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Complete
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The entire £0.082m saving has been achieved through increased income based on a rise in the charges on school meals.

#### Work Delivery Status

RAG (last period)	N/A	RAG (this period)	Complete
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The fee increases have been applied and the new charges are in place for services provided in 2019/20, the work is complete.

<b>Savings from New 2019/20 Projects</b>	<b>£0.062m</b>
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### C. Marketing – Reduction in the Number of Council Magazines (£0.022m)

#### Savings Delivery Status

RAG (last period)	N/A	RAG (this period)	Green
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During 2019/20 the Authority will reduce publication of its Council Magazine from four issues per year to three. The entire savings target is forecast to be achieved by March 2020 in line with the milestones set.

### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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The Council will produce one less Council Magazine in 2019/20 than it did in 2018/19, therefore work on this saving proposal is complete.

### **D. Marketing – Advertising Income and Marketing Spend (£0.020m)**

#### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Amber
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At present, the £0.020m target is not forecast to be achieved. The original milestone was for achievement by March 2020 so work is continuing to deliver this saving.

#### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Amber
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The Service is working to secure new income streams whilst ensuring marketing costs are kept to a minimum. This work will continue to ensure delivery in line with the March 2020 milestone.

### **E. Security (£0.020m)**

#### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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The entire £0.020m savings target has been achieved via trading of Security services.

#### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
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During 2018, the CCTV Control Room was relocated to the White Swan Centre. As part of that relocation the Authority, with assistance from the Safer North Tyneside Partnership, invested in new equipment which brought the service up-to-date with the latest technology. This new technology is compatible with being able to connect it to a number of commonly used CCTV systems. This provides a much greater opportunity to trade the service offer in a commercial way than before. The Service is aware of the opportunities that exist with the insourcing of the Authority's joint-venture with Kier North Tyneside and with the technical services partnership with Capita, particularly in relation to managing security at construction sites. As such the Service will look to secure additional income throughout 2019/20. Work to secure contracts will continue throughout the year but income targets have been adjusted and the saving has been achieved.

**2018/19 Savings Carried into 2019/20****£0.120m****F. Social care Charges from 2018/19 (£0.120m)****Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
-------------------	-----	-------------------	-------

This was achieved in 2018/19 via one-off management actions and a permanent solution is required for 2019/20. The entire £0.120m saving is forecast to be achieved in line with the March 2020 milestone.

**Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Complete
-------------------	-----	-------------------	----------

Cabinet agreed the new policy in October 2018 and this was implemented in January 2019. Full year effect of savings are forecasted to be achieved in 2019/20, the work is therefore complete.

**Treasury Management (2019/20 target: £0.306m)**

*The current, sustained, low interest rate climate is allowing some significant work to be done to ensure the Authority's Treasury functions are effective and the debt portfolio optimised. This proposal takes a short, medium and long-term look at the requirement with a view to reducing costs.*

**Savings from New 2019/20 Projects****£0.306m****Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
-------------------	-----	-------------------	-------

The entire £0.306m saving is forecast to be achieved via a reduction in interest costs in line with the March 2020 milestone date.

**Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
-------------------	-----	-------------------	-------

A review of cash flow projections and the timing of the use of reserves and balances will be performed to identify if borrowing can be delayed to allow for further savings in interest costs. Work is on plan and will continue throughout the year.

## Strain on Fund (2019/20 target: £0.200m)

*This saving has arisen from a review of anticipated strain on the fund payments based on the current level of applications and approvals over recent years. The accounting treatment for strain on the fund payments was changed in 2017/18 and the full payment is now recognised in the year that the employee leaves rather than being spread over a three-year period*

<b>Savings from New 2019/20 Projects</b>	<b>£0.200m</b>
--	----------------

### **Savings Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
-------------------	-----	-------------------	-------

The entire £0.200m saving is forecast to be achieved via a reduction of strain on the fund in line with the March 2020 milestone date.

### **Work Delivery Status**

RAG (last period)	N/A	RAG (this period)	Green
-------------------	-----	-------------------	-------

A review of anticipated strain on the fund payments based on the current level of applications and approvals over recent years will be performed. The accounting treatment for strain on the fund payments was changed in 2017/18 and the full payment is now recognised in the year that the employee leaves rather than being spread over a three year period. It is anticipated that this will enable savings to be made. Work is on plan but monitoring will continue throughout the year.

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**Meeting:** Overview, Scrutiny & Policy Development Committee

**Date:** Monday 2<sup>nd</sup> September 2019

**Title:** Technical Services Partnership – Capita Quarterly Update

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**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

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## 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 municipal year was agreed at the Committee meeting on 18<sup>th</sup> July 2019. This report presents the update planned update to be provided to Committee, detailing Partnership performance for Q1 (April – June 2019) against the agreed Annual Service Plan for 2019/20, and the financial outturn of 2018/19.

## 2. Recommendations

The Committee is recommended to:

- a) Note the contents of this report;
- b) Note the 2018/19 Partnership outturn presented in **Appendix 1**;
- c) Consider the 2019/20 Q1 performance presented in **Appendix 2**; and
- d) Note that the next review of the Partnership by Committee will be in respect of Q2 performance (July- September 2019) and which will be presented to the 4<sup>th</sup> November 2019 meeting.

### 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 the Partnership with the 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 18<sup>th</sup> July 2019.
  - **Monitoring reports against the Annual Service Plan will be made available each quarter:** this report provides the Committee with an update on Q1 performance (April – June 2019)
  - **The annual review of the Partnership will be reported to Committee at the next available meeting:** the performance outcomes for 2018/19 are included in the 2019/20 Annual Service Plan reported to the Committee on 18<sup>th</sup> July 2019 and this report now provides the Committee with the financial outturn of the previous financial year which is now available.
  
- **Benchmarking**
  - **Scrutiny Members will be presented with the outcome of the Year 5 benchmarking exercise once finalised:** this took place at the meeting of Committee on 18<sup>th</sup> 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 Financial Outturn for 2018/19

The financial outturn of the partnership is set out in **Appendix 1**.

The budget performance of the Partnership is being closely monitored and a strong governance rhythm has been developed following the Deed of Variation.

There were some items that caused in-year pressures which needed to be managed during the year. These were:

- Taxi Licensing
- Property Business Cases
- Engineer's Fees
- Repairs & Maintenance
- Security Costs at Sir G.B. Hunter

Management of these in-year pressures allowed the Partnership to return a year end outturn with a variance of zero.

For the Investment Schedule Outturn, against the annual target of £1.918m, the outturn investment was £2.202m

The Authority and Capita are jointly working hard, as you would expect, heading through into 2019/20 to manage budget pressures with oversight from relevant service leads and Cabinet Members.

### 3.3 Q1 2019/20 Performance update

The Authority monitor performance of the Partnership on a monthly basis. Capita are required to meet a series of important performance milestones for each service it delivers on behalf of the Authority and these are known as Key Performance Indicators ('KPI's). The KPI's are divided into Category 1 and Category 2 KPI's 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 Authority's priorities are also reviewed. Some examples of this have been included in the presentation, specifically support to Norham School and creation of jobs.

The information attached as **Appendix 2** will be presented to Committee to explain the outcome of Q1 performance.

## 4. **Appendices**

Appendix 1 – Presentation – Technical Services Partnership Financial Outturn 2018/19

Appendix 2 – Presentation - Technical Services Partnership performance Q1 2019/20

## 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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# Annual Service Plan 2018/19 out-turn; and Quarter 1 (2019/20) performance

## September 2019

OS&PD Committee 02 September 2019

Margie Burdis

## Plan for future scrutiny of Technical Partnership.

OS&PD on 18<sup>th</sup> July agreed the following future programme:

OSPD Meeting Date	Report
17 June 2019	No report
18 July 2019	<ul style="list-style-type: none"><li>• Presentation of Annual Service Plan 2019/20; and</li><li>• Outcome of Year 5 Benchmarking</li></ul>
<b>2 Sept 2019</b>	<ul style="list-style-type: none"><li>• <b>Presentation of Annual Service Plan 2018/19 out-turn; and</b></li><li>• <b>Quarter 1 (2019/20) performance</b></li></ul>
4 Nov 2019	<ul style="list-style-type: none"><li>• Consideration of Quarter 2 performance</li></ul>
13 Jan 2020	<ul style="list-style-type: none"><li>• Consideration of Quarter 3 performance</li></ul>
2 Mar 2020	<ul style="list-style-type: none"><li>• Consideration of preparations for Year 8 benchmarking</li></ul>

## Content

### **1. Annual Service Plan 18/19 out turn – Appendix 1**

Summary of the financial outturn

### **2. Annual Service Plan 19/20 – Q1 Operational update – Appendix 2**

- a) Financial update
  - b) Cat 1 and Cat 2 KPI's
    - I. Property
    - II. Engineering
    - III. Regulatory Services
  - c) Operational Achievements Summary
  - d) People update
  - e) CSR/Added Value Activities
  - f) Cross Cutting action plan in focus – Norham School
-



North Tyneside Council

Working in partnership with  
**CAPITA**

Appendix 1



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# Annual Service Plan 2018/19

## Financial Outturn position

Strategic Partnership Board July 2019

Margie Burdis



## 2018/19 Summary Outturn

2018/19	£
Core Fee	8,981,055
Business Case Target	(2,313,196)
Net Budget	6,667,859
Pressures Managed	
Managed Budget	402,195
Business Cases	522,278
Total	924,473
Year end variance reported	0

- We have closely monitored the budget performance of the Partnership and have now developed a strong governance rhythm following the Deed of Variation
- **Items causing in-year pressures managed were:**
  - Taxi Licencing
  - Property Business Cases
  - Engineer's Fees
  - Repairs & Maintenance
  - Security Costs at Sir G.B. Hunter
- **Investment Schedule Outturn** : against the annual target of £1.918m the outturn investment was £2.202m



# Annual Service Plan 2019/20

## Q1 Operational Update

Strategic Partnership Board July 2019

Margie Burdis

## 2019/20 Forecast Year end Outturn at Q1

2019/20	£
Core Fee	9,171,667
Business Case Target	(2,864,566)
Net Budget	6,307,101
Pressures Managed	
Managed Budget	356,363
Business Cases	1,034,353
Total	1,390,715
Forecast year end variance	0

- We are jointly working hard, as you would expect, heading through into 2019/20 to manage budget pressures with oversight from our service leads and relevant Cabinet Members.
- Items subject to close review in Q1 2019/20 are:
  - Taxi Licencing
  - Property Business Cases
- A new sub group of the Commercial and Finance group has been established to focus on the Property pressures arising in 2019/20.
- Partnership remains confident that they can deliver a break-even position at the year end
- Investment activity is progressing well and is also forecast to be on track for the year end at £2.050m

Month referred to Jul-19  
 Sheet completed on 07/08/2019  
 Sheet completed by BJD/MB/WS

## Property – Q1, 2019/20

VERSION	DATE	COMMENT
Version 1	30/04/2019	For review by services

### 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

April		May		June	
Figures	%	Figures	%	Figures	%
<u>10</u>	100%	<u>9</u>	100%	<u>7</u>	100%
10	G	9	G	7	G
<u>133</u>	100%	<u>155</u>	100%	<u>140</u>	100%
133	G	155	G	140	G
<u>5</u>	100%	<u>18</u>	100%	<u>8</u>	100%
5	G	18	G	8	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

April		May		June	
Figures	%	Figures	%	Figures	%
<u>40</u>	100.0%	<u>39</u>	100.0%	<u>40</u>	100.0%
40	G	39	G	40	G
<u>39</u>	95%	<u>23</u>	8%	<u>46</u>	94%
41		283		49	
<u>223</u>	82.59%	<u>224</u>	82.35%	<u>223</u>	82.29%
270	G	272	G	271	G
<u>0</u>	0.00%	<u>0</u>	0.00%	<u>0</u>	0.00%
1	R	1	R	1	R
<u>10</u>	100%	<u>9</u>	100%	<u>25</u>	100%
10	G	9	G	25	G

Month referred to	Jul-19
Sheet completed on	02/08/2019
Sheet completed by	Jade Elizabeth Bruce

## Engineering – Q1, 2019/20

VERSION	DATE	COMMENT
Version 1	30/04/2019	For review by services

### 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

April		May		June	
Figures	%	Figures	%	Figures	%
<u>985</u>	100.00%	<u>695</u>	100.00%	<u>423</u>	99.76%
985	G	695	G	424	G
<u>12</u>	100.00%	<u>9</u>	100.00%	<u>11</u>	100.00%
12	G	9	G	11	G
<u>231</u>	98.30%	<u>337</u>	99.70%	<u>255</u>	98.84%
235	G	338	G	258	G
<u>24848</u>	99.88%	<u>244406</u>	99.99%	<u>24349</u>	99.88%
24878	G	244435	G	24379	G
<u>51</u>	96.23%	<u>70</u>	98.59%	<u>55</u>	98.21%
53	G	71	G	56	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

April		May		June	
Figures	%	Figures	%	Figures	%
<u>914</u>	100.00%	<u>854</u>	100.00%	<u>778</u>	100.00%
914	G	854	G	778	G
<u>238</u>	90.49%	<u>204</u>	85.36%	<u>198</u>	90.00%
263	G	239	A	220	G
<u>168</u>	86.60%	<u>105</u>	100.00%	<u>156</u>	84.78%
194	G	105	G	184	G

Month referred to Jul-19  
 Sheet completed on 07/08/2019  
 Sheet completed by JP; JL; CG

## Reg Services – Q1, 2019/20

### 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

### Category 1 PI's

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

VERSION	DATE	COMMENT
Version 1	30/04/2019	For review by services
Version 2	07/05/2019	JP updated cell I36 (JL owner) & cell I 44 (all owners)

April		May		June	
Figures	%	Figures	%	Figures	%
<u>33</u>	<b>97%</b>	<u>31</u>	<b>97%</b>	<u>29</u>	<b>94%</b>
34	↑	32	↑	31	↔
<u>150</u>	<b>100%</b>	<u>161</u>	<b>100%</b>	<u>157</u>	<b>99%</b>
150	↑	161	↑	158	↑
<u>691</u>	<b>99%</b>	<u>686</u>	<b>99%</b>	<u>688</u>	<b>99%</b>
696	↑	691	↑	693	↑
<u>2</u>	<b>100%</b>	<u>3</u>	<b>100%</b>	<u>0</u>	<b>#DIV/0!</b>
2	G	3	G	0	<b>#DIV/0!</b>
<u>1295</u>	<b>94.25%</b>	<u>1305</u>	<b>94.63%</b>	<u>1309</u>	<b>94.58%</b>
1374	↑	1379	↑	1384	↑

April		May		June	
Figures	%	Figures	%	Figures	%
<u>5</u>	<b>38%</b>	<u>4</u>	<b>29%</b>	<u>4</u>	<b>22%</b>
13	R	14	A	18	G
<u>103</u>	<b>84%</b>	<u>97</u>	<b>83%</b>	<u>102</u>	<b>85%</b>
123	G	117	G	120	G
<u>148</u>	<b>96%</b>	<u>152</u>	<b>96%</b>	<u>158</u>	<b>96%</b>
154	G	158	G	164	G
<u>8</u>	<b>100%</b>	<u>10</u>	<b>100%</b>	<u>9</u>	<b>100%</b>
8	G	10	G	9	G
<u>13</u>	<b>17%</b>	<u>12</u>	<b>16%</b>	<u>12</u>	<b>17%</b>
76	R	73	R	71	R
<u>355</u>	<b>84%</b>	<u>343</u>	<b>83%</b>	<u>332</u>	<b>82%</b>
423	G	414	G	405	G
<u>0</u>	<b>#DIV/0!</b>	<u>0</u>	<b>#DIV/0!</b>	<u>0</u>	<b>#DIV/0!</b>
0		0		0	
<u>425</u>	<b>100.0%</b>	<u>362</u>	<b>100.0%</b>	<u>350</u>	<b>100.0%</b>
425	G	362	G	350	G
<u>2</u>	<b>100.0%</b>	<u>4</u>	<b>100.0%</b>	<u>2</u>	<b>100.0%</b>
2	G	4	G	2	G
<u>1</u>	<b>100.0%</b>	<u>1</u>	<b>100.0%</b>	<u>1</u>	<b>100.0%</b>
1	G	1	G	1	G
<u>815</u>	<b>93%</b>	<u>1580</u>	<b>90%</b>	<u>2050</u>	<b>90%</b>
880		1750		2280	



## Operational Achievements – Q1, 2019/20

- ❑ Work to complete Coast Road Cycle Scheme almost complete after access granted to Silverlink junction area by Highways England.
- ❑ Spanish City Dome won Best Change of Use of an Existing Building or Conversion category in the LABC (Local Authority Building Control) Northern Region Building Excellence Awards.



- ❑ Offers invited for unused cemetery buildings at Church Bank in Wallsend following a strategic review of the portfolio by Property team.

## Operational Achievements – Q1, 2019/20



- ❑ Completion of public realm improvements in Forest Hall shopping area.
- ❑ Joint police and trading standards test purchase operation into underage knife sales. Ten out of 11 stores refused the sale.

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- ❑ Footpath improvements around Northumberland Square were completed





– Q1, 2019/20 People Update

Measure	ASP Objectives 19/20	Progress
Years 0-5: 100 New Jobs Recruited into the partnership	Target met	
Year 8 - new jobs in year	5 overall, indicative split;	Recruited 13 x new staff: 7 x Replacements 2 x Maternity Cover 4 x Growth
	1 new Apprenticeship  1 new Graduate	The figures above include: 1 x Graduate (2 x Apprentices to start in September – 1 x had a formal offer)
Year 6-10 new jobs over Partnership	50 new posts in the Partnership ◦Yr 6 - 25 (14 new, 9 App, 2 Grad) ◦Yr 7 - 10 (6 new, 4 App, 19 Levy App)	

## People Development

- ❑ 6 x staff successfully completed apprenticeships: currently have 24 x staff working towards apprenticeship qualifications
  - ❑ 3 x staff successfully completed academic qualifications including Peter Slegg from Planning has successfully completed his FdSc Arboriculture and Tree Management with Myerscough College.
  - ❑ 2 x staff successfully completed their PRINCE 2 Qualifications
  - ❑ 4 x staff have been promoted
  - ❑ Phil Knowles becoming a Fellow of the Royal Institute of Chartered Surveyors (RICS)
  - ❑ Derek Mitchell becoming Chartered with the Institute of Building (CIOB) and is now Chartered Construction Manager
  - ❑ Gary Walker becoming an Incorporated Engineer (IEng) with the ICE
-

## CSR/Added Value Activities, Q1, 2019/20 (CPT 17)

- ❑ Forward Assist voted by the staff as Charitable Partnership of the Year
  - ❑ 90 Easter Eggs donated to Meadowell Connected
  - ❑ Sponsored: Engineering Education Scheme: People's Choice Award, North Tyneside Learning Trust Awards x 2, Northumbria University prize for the Best Student in Design.
  - ❑ Margie Burdis, Partnership Director invited to be on the Business in the Community Advisory Board and 2 x Senior Managers have become School Governors at Percy Main Primary School and Stephenson Memorial Primary School
  - ❑ Jen Chamley, People Development and Community Engagement Manager invited to be on the Talent Match Board, funded by the WISE Group (supporting programmes for long term youth unemployment)
  - ❑ Delivered food hygiene sessions to Year 10 students at Churchill Community College
-

## Cross Cutting action plan in focus – 5 support to Norham School

AP Cross Cutting No.6				
Priority	Supporting Norham School			
ONT Priority:	• Cross Cutting – People, Places and Economy	ONT Outcome:	• Cross Cutting – People, Places and Economy	
Start Date	April 2018	Completion Date	ongoing	Lead Service Area/Officer: Jennifer Chamley - People Dev & Community Engagement Manager
<b>What is the priority designed to accomplish?</b>				
Be ready for work and life – with the skills and abilities to achieve their full potential, economic independence and meet the needs of local businesses.				
To continue to support Norham High School to contribute to the schools Ethos and Values that of the pupils from all backgrounds and of all abilities should have access to:				
<ul style="list-style-type: none"> <li>•High quality teaching to enable pupils to achieve their potential</li> <li>•Excellent pastoral care and support for all pupils</li> <li>•An exciting curriculum that supports pupils in raising their aspirations and achieving success</li> <li>•A wide range of extra-curricular activities that will engage, motivate and excite pupils</li> <li>•Strong partnerships with other schools, business and industry, post 16 providers and the local community</li> </ul>				
<b>Key Performance Indicators linked to this priority</b>				
None				

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Quarterly Profile of Planned Actions	On track? Yes/No	Progress
<b>Quarter 1 April - June</b> Agree a Norham High School Action Plan with the Chair of Governors and Career Lead by Year Group  Percy Main Primary School Action Plan with the Chair of Governors and Career Lead (feeder school to Norham High School)  Have in place 1 x Governor on the Norham Board of Governors and 1 x Governor on the Percy Main Board of Governors	Yes  Yes  Yes	Met with Norham High School to discuss the lack of engagement in 2019, this is due to their OFSTED inspection and change in senior leadership team. Norham High School want to continue working with Capita and a meeting has been agreed for September facilitated by the LEP to action plan. The agreed short term plan has been actioned which included: Go 4 Set (6 x week STEM Programme), Young Enterprise Scheme: Pathways to Success: 4 x Volunteers delivered 4 x 50 minute sessions to give some guidance on employability skills and a fun game focussed around career paths called 'Pathway to success'. Capita also donated vouchers for end of year prizes. <b>Total hours donated in Quarter 1 = 33 hours</b>  Short term action plan agreed which included: £6000 donation to the Early Years Play Area and equipment, agree a format and timescales for Book Buddy Programme and work together to develop the STEM Box Programme, ready for a pilot launch in July. The STEM Box cost Capita over £2,500 to develop and buy the equipment. Plan to meet in September to agree a 2020 plan which includes supporting the curriculum with STEM practicals.  David Wall, Engineering Associate was successfully appointed onto the Governing Board of Percy Main in June 2019. Margie Burdis, Partnership Director has applied to be on the Norham High School Governing Board with her first meeting scheduled to be September 2019. In addition, Brett Devenish, Head of Property was successfully appointed as a Governor at Stephenson Memorial Primary School, Wallsend.

# Cross Cutting action plan in focus – 5 support to Norham School

A case study has been included within the presentation highlighting the activities in relation to this action plan.

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## CAPITA

Students at Norham High School in North Shields have been helped to choose the right path to their future careers.

Three staff volunteers from Capita, took part in Young Enterprise's 'Path 2 Success' event at the school.

The aim was to help the students understand the possible routes to jobs and careers that they will find interesting and rewarding.

Forty-eight Year 10 pupils took part in the interactive session, which included a quiz, board game and job hunt. Capita staff worked with the pupils throughout the sessions and shared their own career journeys.

Capita has a corporate charity partnership with Young Enterprise, which aims to empower young people to discover, develop and celebrate their skills and potential.

Ruth Watson, North East Area Manager for Young Enterprise, said: "We were incredibly lucky to have some fantastic volunteers from Capita to support the event.

"The students really enjoyed hearing about their different paths to success and how they come to their roles in Capita, as they thought about their own."

Michelle McBeth, a Trainee Quantity Surveyor within Capita's Construction team, was one of those who volunteered for the event.

She said: "It was a pleasure to spend some time with the students at Norham High School, looking at the types of jobs that may be suited to them and the available pathways. I hope it has given them food for thought about their future careers and how they get there."



16 x hours donated in June  
= £400 in staff time

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

The OS&PD is asked to:

- Consider the outturn of the Annual Service Plan 18/19
- Consider the progress on the Annual Service Plan in Q1 19/20



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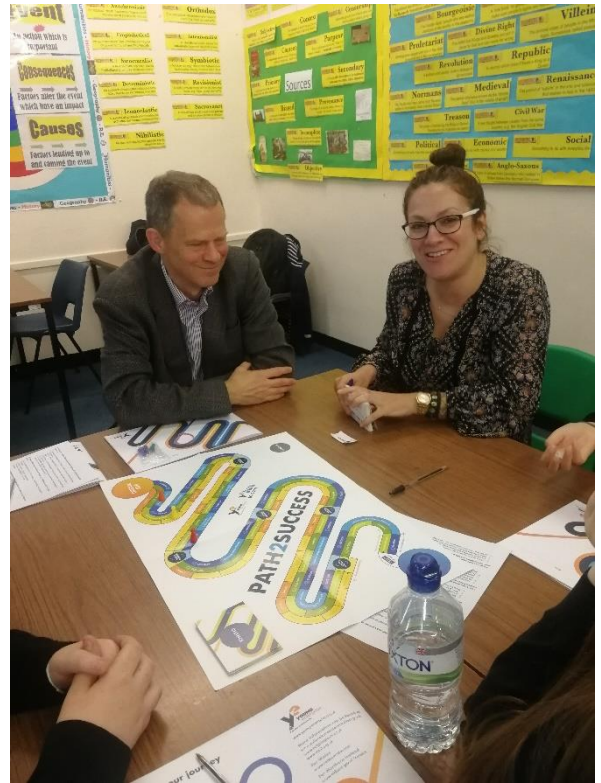
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