



North Tyneside Council

# Overview, Scrutiny & Policy Development Committee

Wednesday, 10 July 2019

**Thursday, 18 July 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>	<b>3 - 6</b>
To confirm the minutes of the meeting held on 17 June 2019.	
<b>5. Technical Services Partnership - Capita</b>	<b>7 - 40</b>
A report to agree a programme of scrutiny for the municipal year, present the Annual Service Plan for 2019/20, and provide an update on the benchmarking.	

**Circulation overleaf ...**

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## **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

## Overview, Scrutiny & Policy Development Committee

**Monday, 17 June 2019**

Present:

Councillors J Allan, A Austin, B Burdis, K Clark, M Green, Janet Hunter, A McMullen, A Newman, P Oliver, M Rankin, Ord, M Vine, D Cox, J Kirwin, L Miller and W Samuel

In attendance:

Councillors B Pickard

Apologies: Councillors S Graham and Fallon

### **OV1/19 Apologies**

Apologies for absence were received from Councillors S Graham and Stephen Fallon – Church Representative

### **OV2/19 Appointment of Substitute Members**

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

### **OV3/19 Declarations of Interest and Dispensations**

There were no Declarations of Interest

### **OV4/19 Minutes**

Resolved that minute of the meeting held on 4 March 2019 be confirmed;

### **OV5/19 Creating a Brighter Future progress 2018/19**

The Committee received a report that detailed the delivery of the Creating a Brighter Future (CBF) Programme as at the end of year 2018/19 position.

The Committee report set out progress in relation to each project in terms of project delivery and achievement of savings.

The financial outturn showed:

£7.142m was delivered against the overall target via project activities outlined in associated 2018/19 business cases;

Another £0.147m of underachieving projects was achieved by mitigation in Health, Education, Care and Safeguarding (HECS) through additional income received in-year;

□ £2.854m of the overall target that remained to be delivered at year end was mitigated through in-year actions and savings within the wider General Fund that saw the Authority achieve an overall surplus position in the General Fund at the year end. Mitigation was possible due to additional interest savings generated by the Authority's Treasury Management strategy and additional income received via Central Government (such as the Levy Account Surplus).

With respect to the savings relating to Health, Education, Care and Safeguarding that were still to be delivered in 2018/19 a member questioned and it was confirmed that the saving requirement would be carried forward into 2019/20.

The Head of Resources informed the Committee that the remaining outstanding milestones will continue to be reported until complete.

**Agreed** that the Creating a Brighter Future Programme: 2018/19 year end Progress Report be noted.

## **OV6/19            Our North Tyneside Performance – update**

The Head of Corporate Strategy, Senior Manager Policy, Performance and Research accompanied by the Deputy Mayor who holds Cabinet Responsibility for performance attended the meeting.

The Head of Corporate Strategy introduced the item highlighting that the information the Committee receive was pitched at a high level.

The Senior Manager Policy, Performance and Research presented the report and reminded that the Our North Tyneside plan sets out the ambition for the Borough via the three themes; Our People, Our Place and Our Economy, providing information on each.

The plan not only supported the strategic policy framework of the Authority but also those of its external partners with the example given of the North of Tyne Combined Authority supporting a number objectives of the Safer North Tyneside Partnership that directly contributed the some of the Our People objectives.

With respect to the information provided on North Tyneside being a safe place to live, the Committee heard there had been a reduction from 60% to 55% of people who feel safe after dark, this was against a national figure of 75%.

It was emphasised that this was perception of nuisance and not necessarily actual nuisance of being unsafe, however to challenge this perception there had been the development of an Anti-Social Behaviour toolkit, alongside new Environmental Wardens, the introduction of CCTV vehicle to target hotspot areas and providing diversionary activities through Sports and Leisure services.

A member asked for information to what area was the lowest percentage area in the Borough and asked for a greater understanding to how the Anti-Social behaviour toolkit helped to target hotspots to find resolutions.

It was **Agreed** that (1) the Our North Tyneside Performance update be noted; (2) the information requested in respect to North Tyneside being a safe place to live be provided

**OV7/19 Cabinet Response to the Scrutiny Report on The Effectiveness of Collaborative Working in North Tyneside**

The Committee received the response report from Cabinet to the recommendations submitted by the sub group of the Children, Education and Skills Sub-committee to its review of the collaborative working practices of the Authority and included the Multi Agency Safeguarding Hub, the Tyneside Alliance and the North of Tyne Collaboration.

Appended to the report was the actions to be taken with associated timescale for the completion of each of the recommendations. It was agreed that continued monitoring of the actions to the recommendations be placed on the work programme for 2019/20.

**Agreed** that the recommendation response from Cabinet in relation to the work of the sub group of the Children, Education and Skills Sub-committee in its review of the collaborative working practices of the Authority be noted.

**OV8/19 Scrutiny Work Programme**

A report was considered the work to be undertaken by Overview, Scrutiny & Policy Development Committee during 2019/20.

The Committee was reminded that it had agreed the in-depth review to be undertaken during the new municipal year, would be the review of the Authority partner Engie. By undertaking this review would complete the reviews of the partners that provide services on behalf of the Authority.

It was stated that arrangements would be started in the coming months with an expected start date being in September 2019.

The Committee was informed that arrangements were in place to conduct the Budget Scrutiny in Decembers in line with previous years.

Members raised the perceived concerns to developers disregarding planning permission conditions and it was a view that Planning and Development Control was an area that should be looked at more closely by scrutiny.

**Agreed** that the Work Programme 2019/20 report be noted

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

**Date:** Thursday 18 July 2019

**Title:** Technical Services Partnership - Capita

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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 with Capita Property & Infrastructure Limited ('Capita').

The purpose of this report is to agree a programme of scrutiny for the municipal year, present the Annual Service Plan for 2019/20, and provide an update on the benchmarking.

## 2. Recommendations

The Committee is recommended to:

- a) Note the contents of this report;
- b) Agree the proposed 2019/20 Scrutiny Programme included in Appendix 1;
- c) Consider the Annual Service Plan for 2019/20 presented in Appendix 2; and
- d) Consider the benchmarking review presented in Appendix 3.

## 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.

As part of its work programme for 2017/18, Committee undertook a review of the delivery arrangement and established a Study Group that reported its findings to Cabinet in November 2018.

The Study Group noted that shortly after the bedding-in period of the contract some key issues started to arise within the partnership relating to achieving performance against the strategic objectives.

In autumn 2013, following a restructure of the Senior Leadership Team and a change in political administration of the Authority this new team began a review of the partnership to consider the Authority's options and to ensure the right outcomes for the Borough.

It was accepted by both the Authority and Capita that changes to the contract were needed and significant work took place to undertake a full review of the strategic partnering arrangement. At its meeting on 11 July 2016, Cabinet approved, in line with the original contract, to agree a proposal from Capita that would lead to a variation in the contract to adjust responsibilities, costs, fees and savings assumptions tested in negotiation with officers.

The Deed of Variation was agreed in early 2017 and provided a firmer footing to secure the savings, strengthen the performance test, targeting the partnership more effectively to and align it with the policy direction set by the Elected Mayor and the Cabinet.

### 3.2 Cabinet's Response to the report of the Study Group

In January 2019 Cabinet provided its response to the recommendations of the Study Group and; in doing so; formally recorded its thanks for the work undertaken.

As part of that its response, Cabinet agreed to a programme of continual engagement on the operation of the partnership with 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;
  - Monitoring reports against the Annual Service Plan will be made available each quarter; and
  - The annual review of the Partnership will be reported to Committee at the next available meeting.
  
- **Benchmarking**
  - Scrutiny Members will be presented with the outcome of the Year 5 benchmarking exercise once finalised; and
  - Arrangements will be made for Scrutiny Members to have oversight prior to the commencement of the Year 8 benchmarking exercise during 2020/21.

In order to do this a proposed 2019/20 Scrutiny Programme has been included as **Appendix 1**.

### 3.2 Annual Service Planning

The Study Group recognised the governance arrangements in place within the Partnership. This includes a Strategic Partnership Board ("the Board"), chaired by the Chief Executive and attended by the Elected Mayor, the Deputy Mayor, the Cabinet



Member for Environment & Transport and the Cabinet Member for Community Safety and Engagement.

Prior to the start of each financial year the Board receives for approval an Annual Service Plan for the Partnership. The Service Plan for 2019/20 was approved by the Board following its meeting on 13 March 2019. The information attached as **Appendix 2** will be presented to Committee to explain the format of the Service Plan, what is included within it, and the monitoring arrangements.

### 3.3 Benchmarking Review

The Study Group recognised that there is a requirement within the contract to undertake benchmarking reviews at set periods to assess the quality, effectiveness and value for money of the Partnership.

The information attached as **Appendix 3** will be presented to Committee to explain the outcome of the benchmarking review undertaken at Year 5 and the emerging thinking for what will take place in Year 8.

## 4. **Appendices**

Appendix 1 – Proposed 2019/20 Scrutiny Programme for the Partnership

Appendix 2 – Presentation - Technical Services Partnership Annual Service Plan  
2019/20

Appendix 3 – Presentation – Benchmarking Review

## 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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### Scrutiny of the Technical Services Partnership (Capita)

#### Overview, Scrutiny & Policy Development Committee Proposed Programme for 2019/20

Committee 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>
2 Sept 2019	<ul style="list-style-type: none"> <li>• Presentation of Annual Service Plan 2018/19 out-turn; and</li> <li>• Quarter 1 (2019/20) performance</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>

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**APPENDIX 2**



Page 13

# Technical Services Partnership Annual Service Plan (ASP) 2019/20 Briefing

# Background to this briefing session

Contractual commitment to develop an Annual Service Plan

Technical Services Strategic Partnership Board (SPB) approved the Annual Service Plan 2019/20 in March

Page 14

The Board agreed that a briefing be provided to all Cabinet Members



# A quick reminder....

In November 2012 the Authority entered into a 15 year contract with Capita to deliver the following technical services:

- Engineering and Highways
- Strategic Property and Asset Management
- Planning
- Public Protection.

Page 15



# A quick reminder....

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.





# Where we have got to....

Deed of Variation agreed in 2017

- Alignment to the priorities of the Elected Mayor and Cabinet
- Return of some services to the Authority
- Securing the savings
- Stiffer performance test

Page 17





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Page 18



# Annual Service Plan 2019/2020 Overview

# Overview

In March 2019, SPB agreed a finalised version of the 2019/20 ASP – this covers the period of April 1 2019 to March 31 2020.

The ASP highlights the main aims of, and work that will be covered by the Technical Services Partnership over the coming year and the following slides highlight the relevant sections to members.

Page 19



# Content

1. Main Structure of ASP Document
2. Operational Overview
3. Strategic Alignment
4. Customer Focus
5. Delivery Team 19/20
6. Appendix B - Schedule 10
7. Appendix C - Investment Schedule
8. Appendix D - Business Case Summary
9. Appendix E - Cross Cutting Action Plans

Page 20



# Main Structure of the Document

## Strategic Document Summary

- **Developed our Partnership Annual Service Plan (ASP) aligned to NTC style, content and format**
  - Our North Tyneside Plan 2018-2020
  - Business Assurance Framework complete and updated (BCP/BIA)

Page 21

**Continued commitment to continue to work ‘like a Council Service’**

**Continued use of ‘Plain sight’ appendices to strengthen ASP link to contract and NTC policies and priorities – Schedule 10, Business Case Summary and new Investment Schedule presentation**

- **Key focus on the next Benchmarking Exercise, KIER insourced services and the Ambition for North Tyneside and associated emerging Regeneration Plan**



# Operational Overview

## Operational Overview Summary

In addition to these Strategic Objectives the Technical Services Partnership will also deliver:

- 8 Action Plans and 12 KPI/PI relating to the Property Workstream
- 5 Action Plans and 10 KPI/PI relating to the Engineering Workstream
- 8 Action Plans and 16 KPI/PI relating to the Regulatory Services Workstream
- 8 Action Plans and 4 PI which are cross cutting
- 5 KPI/PI relating to Major Capital Projects.

Page 22



# Strategic Alignment

Alignment with NTC priorities and procedure as a Council service – Our North Tyneside, CBF, Safeguarding, Tackling Deprivation, plus Partnership Strategic Objectives.

Page 23

Our North Tyneside Plan 2018-2020	
Our People will:	
	<ul style="list-style-type: none"> <li>• Be listened to so that their experience helps the Council work better for residents</li> <li>• Be ready for school – giving our children the best start in life</li> <li>• Be ready for work and life – with the skills to realise their full potential, economic independence and financial security</li> <li>• Be healthy and well – with the support to maintain and improve their health and wellbeing if they are carers</li> <li>• Be cared for, protected and supported so that they do not become homeless</li> <li>• Be encouraged and enabled to take part in the community, to volunteer and to do more for their neighbourhood</li> </ul>

Our Places will:	
	<ul style="list-style-type: none"> <li>• Be great places to live by focusing on what is important to local people, such as by tackling the derelict properties that are blighting some of our neighbourhoods</li> <li>• Offer a good choice of quality housing appropriate to need, including affordable homes that will be available to buy or rent</li> <li>• Benefit from the completion of the North Tyneside Living project and by North Tyneside Council's housing stock being decent, well managed and its potential use maximised</li> <li>• Provide a clean, green, healthy, attractive, safe and sustainable environment. This will involve creating a cycle friendly borough, investing in energy efficiency schemes and providing more green spaces</li> <li>• Have an effective transport system, including cycle routes, pavements, street lighting, and public transport</li> <li>• Continue to be regenerate our town centres, public, private and community spaces developed for North Shields and Jesmond</li> <li>• Be a thriving place of choice for living, working and playing, with winning parks, beaches, and green spaces</li> </ul>

Our Economy will:	
	<ul style="list-style-type: none"> <li>• Grow by supporting new businesses and building on our strengths, including our existing world class companies, and small and growing enterprises</li> <li>• Be business friendly, ensuring the right skills and conditions are in place to support investment, and create and sustain new high-quality jobs and apprenticeships for working age people</li> <li>• Continue to support investment in our business parks, units and Town Centres.</li> </ul>

## Customer Focus

**Our Member Service Standards** seek to ensure that members receive not only a timely but a quality response to their enquiries. There are five principles for staff to follow: Be timely; Be clear; Be helpful; Be proactive; Be professional.

## Member Satisfaction and Engagement

In 2018 elected members were asked about the service provided by the Customer Service Manager (page 29/30 ASP)

Page 24  
Feedback in 2018 requested further interactions with Ward members outside of attendance at regular bi-annual ward member briefings – this was successfully achieved through 23 specific interactions in 2018 compared with 16 in 2017.

From 1 April 2018 to 31 December 2018, of the 5,434 member enquiries (new queries and those on outstanding works) that were sent to the Customer Service Manager for approval, 756 draft responses (14% 2018) (24% 2017) were rejected on behalf of members.

**Each service area has worked on a specific Action Plan and/or PI on Customer Focus under this ASP 19/20**

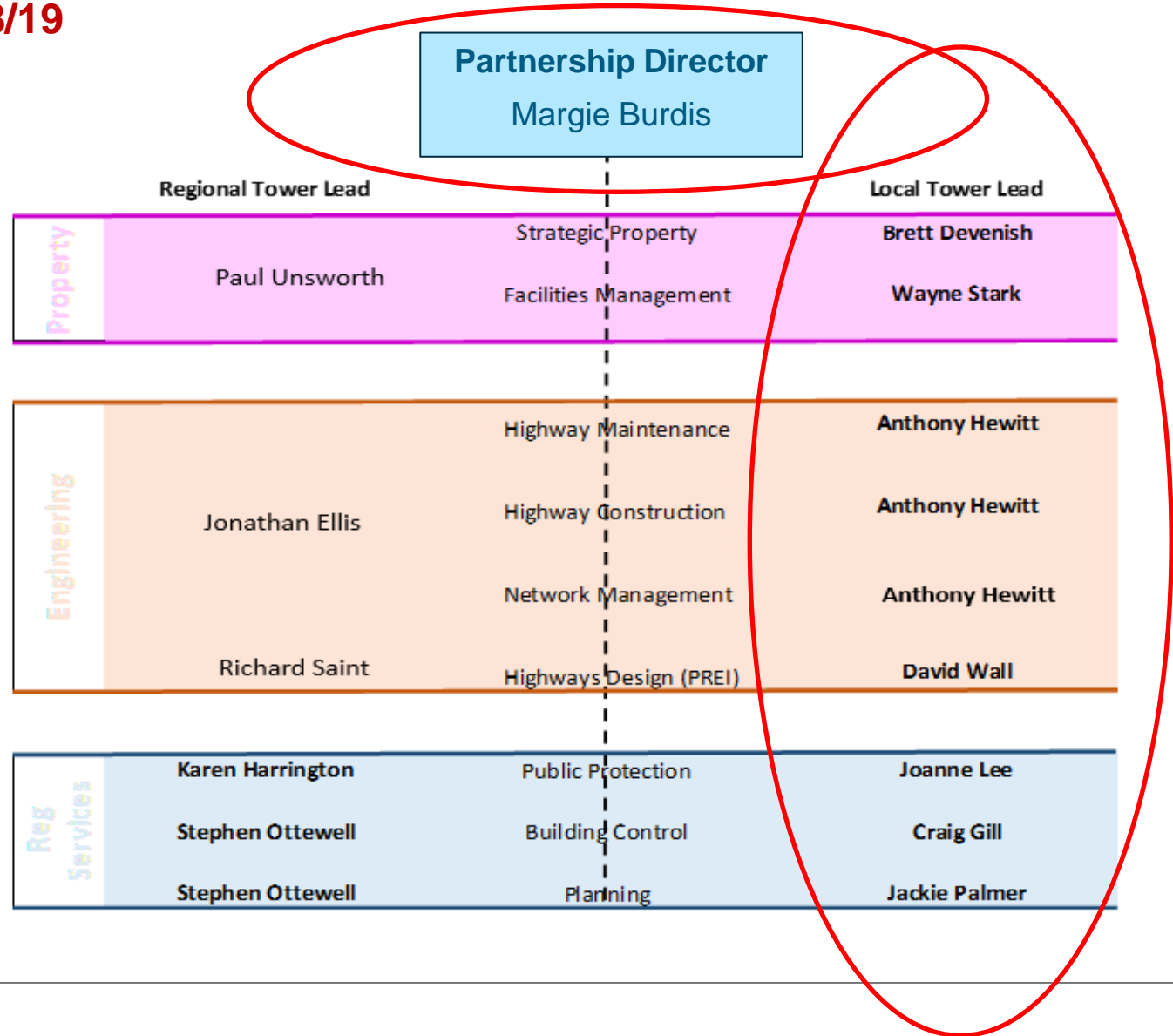




# Delivery Team for 2018/19

The North Tyneside Partnership operates under a matrix management structure

Page 25



## Appendix B – Schedule 10 Annual Strategic Targets

- Honour the **no compulsory redundancies for transferring TUPE staff** without prior approval of the Authority
- **Remain co-located** with the Authority in Council offices.
- We will invest **£2.050m** in the partnership to create the platform for growth, service improvements and efficiencies / income generation (Appendix C)

Page 26

**Continue service improvements** measured through our Performance Regime

We will 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 (Appendix D)
- Further commitments on H&S, Member Support, Armed Forces support and more....



# Appendix C – Investment Schedules

## Appendix C - Investment Schedule Extract – Abridged for presentation

Page 27

Our people will;
Be listened to so that their experience helps the Council work better for residents
Be ready for school – giving our children and their families the best start in life
Be ready for work and life – with the right skills and abilities to achieve their full potential, economic independence and meet business needs.
Be healthy and well – with the information, skills and opportunities to maintain and improve their health, well-being and <u>independence, especially if they are carers</u>
Be cared for, protected and supported if they become vulnerable including if they become homeless
Be encouraged and enabled to, <u>when ever possible</u> , be more independent, to volunteer and to do more for themselves and their local communities.

Key Partnership Investment Priorities	ASP 19/20 Contract (,000's)	ASP 19/20 ACTUAL (,000's)
Member & Community Liaison Officer and Major Projects Communications Team		
Ongoing projects and Governor appts with <u>Norham High School</u> and Percy Main Primary School		
Entry to employment, Apprenticeships, STEM, North Tyneside Learning Trust, Women in Engineering, Employability sessions, Engineering Education Scheme. TEAM, engagement with tertiary learning providers, Investors in People, Better Health at Work	£384	
Corporate parenting, financial support to summer and Christmas events, regional conference		
Employability sessions, charity work with Forward Assist, ex service personnel, Meadow Well Connected, Excel Charity		



## Appendix D – Business Case Summary

Appendix D – Business Case Extract – Abridged for presentation

### Appendix D - Business Case Savings Summary

Business Case	Business Case Activity	Year 8
OBC 1 Service Delivery	Contractual	1,307.7
OBC 1 Variations	Review of Service Provision-phase 1	197.0
	Review of Service Provision-phase 2	59.0
	Energy Business Case switch off	45.0
	Advertising Mgmt Adj	42.0
	Removal of no redundancy guarantee	901.2
	Redundancy costs	0.0
	Cost of money	(76.5)
	Fleet Transferred from Yr5	13.0
	Mature Contract	0.0
OBC 14 - Supply Chain		164.9
OBC 16 - Others		23.1
OBC 17 - Gain Share		20.0
OBC 19 Pension Fund		0.0
<b>OBC's 1,14,16,17 &amp; 19</b>		<b>2,696.4</b>
OBC 2 Advertising	Existing Projects (M)	0.0



## Appendix E – Strategic/Cross Cutting Action Plans

Action Plan CC1 - Savings and Income

Action Plan CC2 - Enforcement

Action Plan CC3 - Pavements and Footways

Action Plan CC4 – Preparation for Benchmarking

Action Plan CC5 – Construction (Housing)

Action Plan CC6 - Norham School

Action Plan CC7 - Corporate Parenting

Action Plan CC8 – Ambition for North Tyneside

Page 29



# The Year Ahead....

## Monitoring

- Continual with Client Team in place
- Monthly operational governance cycle in place
- Quarterly Monitoring by Strategic Partnership Board
- Reporting in to Scrutiny agreed

Page 30



Questions?

Page 31



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Page 33

# Benchmarking Overview – Presentation to Scrutiny Committee

18<sup>th</sup> July 2019

Margie Burdis

## Introduction

### 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). SPB accepted the recommendations that:

- a) Page 34 Benchmarking has been carried out in accordance with the contract and agree the results of the benchmarking exercise were as noted in the report
- b) The next steps and recommendations were agreed as presented

### This exercise covered the following partnership services:

- Regulatory Services
- Property Services
- Engineering Services



## Benchmarking Outcomes Regulatory Services

Service represents good value as a whole in terms of quality and value for money.

### Benchmark from comparable data:

- There has been a notable increase in KPI targets and the successful development of robust methodologies since commencement and the DoV
- There has been strong associated KPI performance with no need for penalties
- Planning now consistently perform in the upper quartile of comparable national data sets across the whole service
- Public Protection continue 100% performance with regard EH complaints and are now in the top three of the regional LA's in relation to broadly compliant food premises
- Building Control continue to achieve all PIs in relation to building safety and outperform all but one of the Regional LA's surveyed in relation to applications processed per staff member

### Summary of next steps agreed:

- In Planning, provide proposals in relation to the 20% CIL funding (including enforcement activities) and conduct a review of pre-application and high hedge fees
- In Public Protection, conclude the review of fees and charges and continue to develop the information available to the public to promote and encourage self service
- In Building Control, maintain the existing high performance and market this service externally to assist other Local Authority partners
- Further description added to the consultancy rates used to apply to all services within the Partnership



## Benchmarking Outcomes Property Services

Service represents good value as a whole in terms of quality and value for money.

### Benchmark from comparable data and joint service review:

- KPI targets have been maintained at 100% alongside the successful development of robust methodologies since commencement and the DoV
- The suite of statutory compliance KPIs have been developed significantly with the involvement of industry experts
- There has been a notable decrease in void rates and outstanding debt
- A strong compliance picture continues to be developed
- Due to a lack of national comparator statistics, and LA commercial considerations in relation to this specific service, a limited number of neighbouring LA have responded and have shared only very limited information

### Summary of next steps agreed:

- Completion of the actions arising from the Property Service Review, including the conclusion of the Estates Strategy, development of the ONE Team approach,
- Continued development of 'How we use our data' and improved governance through strong links with Investment Programme Board
- Further description added to the consultancy rates used to apply to all services within the Partnership

Page 36



## Benchmarking Outcomes Engineering Services

Service represents good value as a whole in terms of quality and value for money.

Benchmark from comparable data and joint service review:

- There has been a notable increase in KPI targets and the successful development of robust methodologies since commencement and the DoV
- There has been strong associated KPI performance with no need for penalties
- The service actions 100% of Category 1 defects within the stipulated response time and significantly outperforms other authorities in the region by completing 99% of Category 2 defects within the stipulated response time
- Through the above, and the annual programme of road resurfacing and maintenance, including the additional NTC contribution to the schemes (circa £2m per annum), the condition of the roads in the Borough is among the best in the region

Next steps agreed:

- Completion of the actions arising from the Engineering Service Review, including the review of governance arrangements, the sharing of best practice from Major Projects to smaller LTP schemes, a strategic approach to project development over the longer term, reviewing the approach to communications, reviewing the approach to Utility Providers and finalising arrangements in relation to Section 278 works.
- Further description added to the consultancy rates used to apply to all services within the Partnership



## Benchmarking Outcomes – Overarching Partnership Delivery

- ✓ As at end Year 6 (March 2018), the reduction in the core fee as recognised by savings through OBC1 is £5.3m. During the contract term this equates to £17.9m
- ✓ As at end Year 6, there is a further saving recognised as part of the fee reduction of £1.6m. During the contract term this equates to £15.4m
- ✓ As at end Year 6, other income/savings generated through investment and business case activity equates to £8.3m as reported through Business Case results. During the contract term this equates to £44.1m
- ✓ We continue to occupy the Quadrant and Killingworth paying a desk charge that, as at end year 6, equates to £1.8m. During the contract term this equates to £6.1m
- ✓ Since the DoV signing, the Managed Budget has been delivered
- ✓ The net increase of 100 new jobs for the first 5 years of the Partnership was achieved, signed off by OPB (meeting 22 February 2018)
- ✓ During the first 5 years of the Partnership there has been no KPI failure triggering the application of the paymech (schedule 27)
- ✓ Partnership staff have delivered over 1391 hours of CSR activity since 2012
- ✓ The Partnership has specifically engaged with Armed Forces, Local Schools, Phoenix Detached Youth Project, Princes Trust, DWP, CTP, Leonard Cheshire Disability, advertised all jobs locally, are engaged with the NT Business Forum and have a nominated charity of the year
- ✓ Since 2016, a number of Strategic Cross Cutting Action Plans have been delivered, specifically those associated with Norham High School and Corporate Parenting have been recurring commitments



## Next Steps

1. The second benchmarking review takes place at the end of contract year 8.
2. Work is currently underway to scope this exercise, which will build on the Year 5 approach and include external challenge.
3. Once this approach has been scoped it will be agreed by SPB then passed to Scrutiny to consider in March 2020 in prior to being taken forwards.
4. The outcomes of the review will be similarly reported to SPB then Scrutiny



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