



North Tyneside Council

Overview, Scrutiny & Policy Development Committee

Friday, 30 October 2020

Monday, 9 November 2020 This meeting will be held remotely via Teams - Remote Meeting commencing at 6.00 pm.

Agenda Item	Page
1. Apologies for Absence To receive apologies for absence from the meeting.	
2. Appointment of Substitute Members To receive a report on the appointment of Substitute Members.	
3. Declarations of Interest and Dispensations 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.	
4. Minutes To confirm the minutes of the meeting held on 7 September 2020.	5 - 6
5. Annual Report of the Elected Mayor To receive a presentation from the Elected Mayor on the Cabinets Priorities.	
6. Efficiency Savings Programme 2020/21 Quarter 2 Progress Report	

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.

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

Mrs Michelle Ord, Parent Governor Representative
Rev Michael Vine, Church Representative
Mr Stephen Fallon, Church Representative

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Overview, Scrutiny & Policy Development Committee

Monday, 7 September 2020

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

In attendance:
S Fallon – Church Representative
M Ord – Parent Governor Representative

OV54/20 Appointment of Substitute Members

There were no substitutes.

OV55/20 Declarations of Interest and Dispensations

There were no Declarations of Interest.

OV56/20 Minutes

Resolved that the minute of the meeting held on 5 August 2020 be confirmed.

OV57/20 2021-2025 Financial Planning and Budget Process incorporating the Associated Engagement Strategy

The Head of Resources attended the meeting and stated that the improvements made to the Authority's budget process had allowed presenting of the report a full month earlier.

The Committee considered a report that set out information to the proposed 2021-2025 Financial Planning and Budget Process. It also provided an overview of the potential financial implications of COVID-19 for both the current year and for the period of the authority's Medium-Term Financial Plan (MTFP).

The Committee was informed that due to the significant uncertainty that assumption's with regards MTFP was modelled using a risk-based approach using best, middle and worst case scenarios for resources (Council Tax and Business Rates).

The Committee was informed of a number of assumptions the Authority was making, however the Comprehensive Spending Review was due in late Autumn, which increased uncertainty to the Financial Planning process of the Authority.

Due to the impact of COVID-19 and the significant level of uncertainty on the demand for services (Childrens, Adults, Worklessness) and the reduction on income from leisure

centres and other services increased budget risk.

The Engagement arrangements around the budget would be delivered online and all face to face activity would be COVID-19 secure.

The Committee was informed that Cabinet's Initial Budget Proposals would be considered at its meeting on the 30 November 2020.

The Chair asked what further Central Government support was going to be provided to Local Authorities. The Head of Resources stated that there was due to be provided a compensation scheme in relation to the loss of fees and charges, however Local Authorities would be fully compensated and would have an impact on the budget.

A Member stated that Government announcements had been made stating that Local Authority's would be provided funding to replace those lost through COVID-19, it was asked how this could be explained clearly to the general public to what the Authority actually receives and the impact of not being fully compensated.

The Head of Resources stated that for 2020/21, the position would be clear to what the Council had received in income & the source of any revenue losses. It would also be clear what additional funding had been received from central government, however the effects for future years would be more difficult as there would be continual financial pressures to deliver all current Council services.

A Member asked what further effect Brexit would have on the budget. In response it was stated that there was a continued degree of uncertainty with the impact of Brexit, the Authority would need to consider any risks or opportunities that arise.

The Chair stated that setting a budget was very challenging and with the impact of both COVID-19 and Brexit would only make it more. She stated that there needed to be a clear understanding that most of the budget is spent to provide Adult, Children and Social Care services. Due to the impact of COVID-19 it is understood there will be less income from Council Tax/Business Rates and other services, which only increase the financial pressures.

The Committee acknowledged the information and budget assumptions provided were with a high degree of uncertainty but praised officers for their work.

It was agreed that Overview, Scrutiny & Policy Development Committee would establish a Budget Sub-group to carry out further scrutiny of the 2021/22 budget in line with the Key Milestones Table at Appendix B of the report.

It was **Agreed** that (1) the 2021-25 Financial Planning and Budget Process incorporating the Associated Engagement Strategy report be noted; and (2) Overview, Scrutiny & Policy Development Committee establish a Budget Sub-group to carry out further scrutiny of the 2021/22 budget in line with the Key Milestones Table at Appendix B of the report.

Meeting: Overview, Scrutiny & Policy Development Committee

Date: 9 November 2020

Title: Scrutiny Update Report

Author: Democratic Services

Tel: 0191 643 5318

Service: Law & Governance

Wards affected: All

1. Purpose of Report

The purpose of the report is to provide an update to the work undertaken by the scrutiny sub-committees since the last report of the 5 August 2020.

2. Recommendations

The Committee is recommended to

- (1) note the work carried out by its sub-committees and
- (2) agree that going forward all sub-committees meet in line with Overview, Scrutiny & Policy Development Committee and Finance Sub-committee by holding its meetings virtually and live streamed to YouTube.

3. Details

Scrutiny has continued throughout the year although in different way than we are used to. It is hoped that this report will provide information to the work that has been undertaken by Members and officers with regards to the important role of scrutiny.

The Chair updated the situation, position and how scrutiny would be conducted during the period of Covid-19 at the meeting 5 August.

The meeting 9 November will be the third meeting Overview, Scrutiny & Policy Development Committee will formal virtually and live streamed to YouTube.

Finance Sub Committee is also a sub-committee that has held virtually and live streamed to YouTube and will hold its third meeting on the 17 November 2020.

All other sub-committees have continued to do their work by holding meetings informally and this report updates the work undertaken:

Adult social care, Health and wellbeing Sub-committee

The Adult Social Care, Health and Wellbeing Sub-committee have met virtually on an informal basis via Teams on two occasions.

In July the Sub-committee received a comprehensive report from Council officers on the Council's response to the Covid-19 pandemic and plans for the recovery period. The report covered public health and infection control, support for vulnerable people, and Adult Social Care and support for the adult social care sector. The sub-committee will continue to receive updates on public health and adult social care on a regular basis.

The Sub-committee met on 1 October and received a presentation from the Chief Executive of Northumbria Healthcare NHS Trust on the response to the pandemic, plans for recovery and information on admission numbers throughout the period.

The Sub-committee also received information from North Tyneside CCG on a contract with LIVI to provide additional GP resource to patients of North Tyneside surgeries via video consultations. Members had an opportunity to raise questions and concerns on behalf of residents directly with officers from the CCG.

Children, Education and Skills Sub-committee

1. An overview of the Council's role in supporting schools, returning to school strategy and plans for the immediate future and long-term future for education in North Tyneside

In September 2020, the Committee considered a report from the Assistant Director, Children, Young People and Learning on the extent of Local Authority support available to schools in managing their response to COVID 19 and the plethora of government guidance. The Report examined the challenges faced by schools as they identified and tackled the impact of extended school closure on pupils' wellbeing and academic achievement.

On 23 March 2020, all schools were closed for educational purposes as a national response to controlling the spread of the coronavirus pandemic. Schools were asked to remain open and offer childcare for the children of key workers and vulnerable pupils to support the national response to the virus. School Improvement Advisors created five daily activities and posted them on the service website. Activities covered each school phase from early years through to key stage 4. All schools in North Tyneside remained open throughout this period, with most staying open during holiday periods.

Throughout the spring and summer terms, Local Authority officers from Public Health, School Improvement, Health and Safety, and Human Resources delivered over 50 virtual briefings to school leaders offering extensive support and guidance to manage their response to COVID 19, and associated government guidance. A series of weekly meetings were organised for pastoral leaders and SENCO's to discuss emerging issues and to reflect on the impact of changes in guidance. School leaders, including governors, were signposted to wellbeing support, advice and guidance for themselves, their staff and their pupils. In the summer term, officers housed this advice in a new mental health and wellbeing one stop website. New Education Psychology training materials and teaching and learning resources for leaders and all staff were produced. Such materials focused on building resilient schools and mental and physical wellbeing following COVID-19.

On 1 June 2020, the government instructed schools to open more widely for pupils in Y1 and Y6, and to offer some face to face learning for pupils in Y10 and Y12. Health and safety teams offered to support schools individually to manage the risk assessment process in preparation for wider re-opening.

In addition, steering groups were established to work alongside school colleagues to create policy documentation, and written curriculum guidance for blended learning (a term which refers to the mix of distance learning with face to face learning).

The Local Authority Communications team had offered continuous support to schools throughout the period of school closure and wider re-opening in their messaging to parents and the community. They would continue to do so as schools fully re-opened.

The Director of Public Health had provided detailed advice to schools summarising the system of controls needed to reduce risks and create safer school environments and clear instructions in response to any reported infection in schools.

The Committee also considered information on the opening of schools at the beginning of September 2020, Managing local outbreaks of Covid, Blended Learning, Achievement, Reading, Careers advice and guidance, Mental Health and Wellbeing, Safeguarding and the Education Strategy – Ambition for Education

It was reported that ongoing discussion with schools had focused on supporting teachers to identify the gaps in pupils' learning as a result of lock down measures. Curriculum schemes produced by officers had been designed to help schools to identify gaps in pupils' learning. There would be a continued focus in the Autumn term visits where officers would discuss the impact on pupils' achievement and compare this to previous gaps in performance. This would form part of Ofsted's Assurance visits in the Autumn term.

It was noted that the Education Strategy - Ambition for Education would provide the strategic direction for Local Authority Officers. Priorities within this document would reflect the need to support schools manage their recovery from COVID 19 and support pupils to overcome any barriers to learning and a consultation would be undertaken with Headteachers on the Strategy.

The Committee thanked Officers and staff for all the work undertaken during the pandemic and acknowledged the extent of the challenges going forward.

2. Safeguarding Children and Young People in the Covid-19 Pandemic

In September 2020, the Committee considered a report from the Senior Manager for Quality Assurance on the response of North Tyneside Council Children's Services Early Help and Social Care services to the need to work differently during the Covid-19 pandemic whilst maintaining the highest standards of safeguarding practice.

In the week immediately preceding the national decision to 'lock down' in response to the Covid-19 pandemic, North Tyneside Council Children's Social Care were subject to statutory Inspection by the national regulator, the Office for Standards in Education and Social Care (Ofsted). This Inspection concluded that services to help, care and protect children and young people in the Borough were 'Outstanding'. The Council was therefore in a very strong position to meet the considerable challenges posed to services by the pandemic.

Unlike a number of Council services, because of the statutory nature of Early Help and Social Care services to help, care and protect vulnerable children, almost all services have continued to be delivered throughout the pandemic. Huge efforts have been made by the whole staff group to continue their work whilst complying

with national guidance about the need to reduce the amount of direct face-to-face with children, parents and carers to protect both staff and service users from transmission of the disease.

The Council has continued to maintain services to children and young people requiring residential care and supported accommodation. Children's Home staff in particular should be credited for keeping children and young people safe and well-cared for despite the additional risks associated with Covid-19. Where staff members were unable to continue in their role due to shielding or specific vulnerabilities, other staff were identified to assist.

The only reduction in provision related to the Council's residential Short Break service. Rather than close the service a more targeted offer was adopted in which only children and young people with particularly high levels of need were afforded Short Breaks.

In North Tyneside, services were actually increased to ensure the safety and wellbeing of Care leavers. Contact increased to a minimum of fortnightly and, where required, specific support was given around ICT. The support of Care Leavers was identified as good practice by the national advocacy service, Coram Voice.

No Foster Carers have decided to end their care of children as a result of the pandemic. This evidenced the absolute commitment of the foster carers to children in care. Emergency placements have continued to have been made throughout the pandemic, with the safety of children as the paramount consideration.

Critical to safeguarding children and young people within the Borough was the continued effective operation of the Multi-Agency Safeguarding Hub and the out-of-hours response provided by the Emergency Duty Team. The Council's robust Business Continuity Planning has met the challenge of the extraordinary circumstances of the Covid-19 pandemic. Timely, safe and proportionate decision-making and Social Work responses have continued throughout the pandemic and by so doing, the Local Authority did not see significant changes in its referral rates, as have many other Local Authorities. The Council worked particularly closely with schools following the lockdown, to ensure the right help, care and protection was available for vulnerable children when they were no longer accessing education. This close and effective working relationship directly resulted from the mature safeguarding partnerships within the Borough and the child-centred focus of professionals.

Staff within both the Multi-Agency Safeguarding Hub (MASH) and Emergency Duty Team (EDT) should be particularly commended for their resilience and commitment. Even during the peak period of the pandemic, staff regularly visited children and young people within their homes to ensure their safety.

The Covid-19 pandemic has required new ways of working for Social Work and Early Help work with children, young people, parents and carers. Practitioners have adapted quickly and professionally to the need to reduce direct contact to where absolutely necessary by working a blend of socially distanced but still face-to-face meetings, social media messaging and virtual meetings. This has been a challenge but the strength of ICT provision across Children's Services including laptops, tablets and smart phones has meant that innovative practice have evolved rapidly, including Child Protection Conferences, Fostering and Adoption Panels and 'virtual assessments.' When it has been determined that a

safeguarding visit to a home was absolutely necessary, such a visit has taken place with appropriate Personal Protective Equipment available to the practitioner.

The Report also provided information on Nursery Provision, Family Time, the use of the Adoption and Children (Coronavirus) (Amendment) Regulations 2020 and the Monitoring of the Impact of the Covid-19 Pandemic on Services

Members congratulated Officers and Staff on achieving an Outstanding Ofsted Inspection and thanked them for all the work undertaken during the pandemic in maintaining safe services.

3. Work Programme

The Work Programme Items identified for 2020/2021:

- Support for Children with Special Educational Needs and Disability in the Covid-19 Pandemic to incorporate support for Children/Young People living at home and the process of transition for Children with Special Needs/Disabilities to Adult Services
- An Overview of Corporate Parenting in the Covid-19 Pandemic
- The impact on staff and support for staff as key workers during the Covid-19 Pandemic
- Work being undertaken to tackle Child Sexual Exploitation in the Covid -19 Pandemic
- Safeguarding Children and Young People in the Covid-19 Pandemic
- The Council's role in supporting schools in the Covid-19 Pandemic

Culture and Leisure Sub Committee

1. Culture and Leisure Sub-Committee met informally via Teams on the 6 October 2020 - with an excellent participation of 11 Members. The business for discussion included reports and presentations covering:
 - An overview of the impact of the pandemic upon Cultural Services and the challenges for service recovery (jointly with sport & leisure below) – in line with government guidance as a result of the COVID-19 pandemic, Cultural Services facilities closed for public use from the 18th March 2020.
 - An overview of the impact of the pandemic upon Sport and Leisure Services and the challenges for service recovery (jointly with cultural services above) – in line with government guidance as a result of the COVID-19 pandemic, Sport and Leisure facilities and activities closed for public use from the 18th March 2020.
 - North Tyneside Draft Allotment Strategy 2020-2030: Members were invited to provide comments on the management and investment into the allotment service - the Strategy sets out the Council's commitment to allotment gardening and outlines our ambition and objectives for the allotment service in North Tyneside.
2. In terms of future meetings of the sub-committee – the Chair is considering potential dates for a meeting (formal/informal & live-streaming to be determined) in late November or early December 2020, for the consideration of the following items - i) Culture, Sport and Leisure Recovery update; and ii) North of Tyne Culture and Tourism programme.

Economic Prosperity Sub Committee

In early September members of the sub-committee met with officers to receive a briefing on the “Our Economy” theme within the Council’s Covid-19 Recovery Plan and to formulate a work programme which would complement the plan. Members examined the challenges, the activities undertaken to date and the future plans in relation to the following areas contained within the “Our Economy” theme of the plan:

- Town Centres
- Business Support
- Employment & Skills
- Inclusive Economy Strategy
- Supply Chain
- Transport

In considering these areas of work members identified a range of potential topics for inclusion in its work programme, including:

- a) monitoring data and research to provide a picture of how the pandemic was affecting the economy in North Tyneside;
- c) the Council’s emerging Inclusive Economy Strategy;
- d) the transport theme of the recovery plan including the Council’s activities to re-allocate road space for use by pedestrians and cyclists and its impact on the local economy;
- e) the regeneration of the Swan Hunters site;
- f) the North Shields town centre draft masterplan;
- g) the potential restructuring of the commercial property market in view of social distancing and different ways of working.

Subsequently members met on 29 September to examine in more detail the transport theme of the Covid-19 Recovery Plan including:

- a) the Council’s activities to date to re-allocate road space for use by pedestrians and cyclists and its impact on the local economy;
- b) the proposed projects to be funded by Tranche 2 of the Emergency Active Travel Fund; and
- c) the impact of Covid-19 on public transport services.

Members considered the initial impact of the Coronavirus lockdown in terms of a substantial drop in daily motorised traffic flows, reductions in public transport patronage and increased cycling and walking activity.

New legislation had enabled the Council to introduce a pavement licencing system to permit hospitality businesses to operate with tables and chairs on adopted highways. Members examined how this had been implemented and how the diverse needs of different businesses had been considered.

The Council had received £427,000 from Tranche 1 of the Emergency Active Travel Fund to promote sustainable transport and social distancing. Consequently road space had been re-allocated for use by pedestrians and cyclists along the coast, the Fish Quay, North Shields and Park View, Whitley Bay and High Street

West, Wallsend. Members examined the rationale for temporarily re-allocating the southbound carriageway along the coast for cycles, how its use was being monitored and when its allocation would be reviewed. Members raised their concerns regarding the style and colour of the materials used to segregate the cycleway from vehicles and the measures taken to protect road users at the vehicular entrances to Cullercoats Harbour.

Tranche 2 funding was now being sought as part of a regional bid to promote sustainable transport and social distancing on public transport routes. A selection of schemes had been identified which aimed to enhance connections between existing cycling and walking routes. Members scrutinised the selection criteria which was based on an analysis of commuting patterns and distances, car ownership rates and the impact of Covid restrictions on public transport capacity.

Members considered the longer term challenges associated with the changes in travelling patterns, including the financial challenges for transport operators and local authorities if patronage was not restored and the importance of national and international connections to the region's recovery.

The charging Clean Air Zone scheme covering Newcastle city centre, affecting buses, coaches, HGVs, vans and taxis that do not meet minimum emissions standards would continue to be implemented in 2021. Members heard how bus and taxi operators in the borough had been supported to ensure their vehicles were compliant with the standards.

Housing Sub Committee

In July the sub-committee met with housing officers to receive a briefing on the initial response from the Housing Service to the Covid-19 pandemic, the stages of recovery, the current position and the impact on specific areas of the service. Members were informed of the level of repairs and gas safety checks that were completed during lockdown and new working practices adopted that focussed on tenant and staff safety. Discussions were held around the work undertaken to identify rough sleepers and securing accommodation.

At future meetings the Housing Sub-committee will look to hold more detailed discussions with officers around homelessness and the provision for future support. Members will also look closely at the financial impact of the Covid-19 pandemic on the Housing Service and the support that has been offered to tenants.

The Housing Sub-committee will also continue its role in looking at issues related to crime and disorder.

4 Moving Forward

It was agreed in early summer that meetings of the sub-committee would continue to meet informally to allow officers and Members to acclimatise to the new environment of remote virtual meetings.

It can be demonstrated by the work undertaken that Members and officers rose to the challenging situation and successfully carried out their scrutiny responsibility.

With the successful adjustment to the way meetings have been conducted it is recommended that all sub-committees be conducted in line with Overview,

Scrutiny & Policy Development Committee and Finance Sub-committee and hold meetings virtually and live streamed to YouTube.

4. Background Information

N/A.

Meeting: Overview, Scrutiny & Policy Development Committee

Date: Monday 9 November 2020

Title: Technical Services Partnership – Capita Quarterly Update

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

Service: Environment, Housing and Leisure

Wards affected: All

1. Purpose of Report

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

A programme of scrutiny for the municipal year was agreed at the Committee meeting on 18th July 2019. The years reporting concluded with the report to the last meeting of this Committee which reported on partnership performance for Q4 (January – March 2020) against the agreed Annual Service Plan for 2019/20, and the outturn of 2019/20. That report also set out the Annual Service Plan for 2020/21 which forms the basis of the current reporting year.

This report presents the first update for the current year 2020/21 and provides the Committee with performance reporting for the first two quarters April 2020 – September 2020.

This report also details the proposed approach to contractual benchmarking of the Partnership.

2. Recommendations

The Committee is recommended to:

- a) Note the contents of this report;
- b) Consider the 2020 Q1 and Q2 performance presented in **Appendix 1**; and
- c) Consider the Approach to benchmarking presented also in Appendix 1; and
- d) Note that the next review of the Partnership by this Committee will be in respect of Q3 (October 2020 - December 2020) performance

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 this Committee.

That programme ran for a full year 2019/20 and now reports on the current year 2020/21. It consists of the following:

a) Annual Service Plan

- i. **the agreed Annual Service Plan will be reported to the Committee at the start of each financial year:** The Annual Service Plan 2020/21 was reported to the previous meeting of this committee in August 2020
- ii. **Monitoring reports against the Annual Service Plan will be made available each quarter:** this has taken place throughout the previous year and this report provides the Committee with an update on Q1 and Q2 performance (April – September 2020)
- iii. **The annual review of the Partnership will be reported to Committee at the next available meeting:** The annual review of 2019/20 performance outcomes for 2019/20 were reported to the last meeting of this committee

b) Benchmarking

- i. **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 18th July 2019 and is now closed
- ii. **Arrangements will be made for Scrutiny Members to have oversight prior to the commencement of the Year 8 benchmarking exercise during 2020/21.** Approach to Benchmarking is included in this report

3.1 Q1 and Q2 2020/21 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 they deliver on its behalf 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.

The information attached as **Appendix 1** will be presented to Committee to explain the outcome of Q1 and Q2 performance.

3.2 Approach to Benchmarking

- 3.2.1 Schedule 9 of our contract, as amended by the Deed of Variation, commits the parties to a Benchmarking exercise at Years 5, 8 and 12. Specifically, the Schedule describes the purpose of the Benchmark Review as follows:
- a) Assess the quality and effectiveness of the Services; and
 - b) Ensure that that the level of service continuously improves or is maintained, as appropriate, and as verified via external inspection / review; and
 - c) Demonstrates good value by contributing to and informing the Authority's Best Value performance plan and support the Authority in satisfying its duty of Best Value.
- 3.2.2 Having considered the Schedule and the work done to reach the Deed of Variation, both teams feel this exercise could be carried out in a way that also adds greater value to the partnership. A proposal agreed by both teams has been established which, suggests a way to carry out that exercise in a manner which is in line with the contract and addresses the remaining term of the contract.
- 3.2.3 The way the services are delivered differs to when the contract was established. 3 rather than 4 workstreams exist. SPB agreed at its meeting of 7 July not to defer the benchmarking exercise considering the Covid crisis, however recognised this may bring challenges to the process. Both teams have discussed how this exercise will be undertaken in line with the contractual commitments and without compromising on the element of external validation
- 3.2.4 SPB considered and approved the following approach on 19th October
- a) **Regulatory Services**; data is well established in the market. A desktop exercise will be undertaken to review performance within the team using national data from published indicators. This will form the basis of the assessment, looking at quartile positions on cost and performance against similar Councils. A review will also be undertaken to understand the cost implications of any proposed service improvement. An external company GoBeyond or an equivalent is being engaged by Capita to provide external validation.
 - b) **Engineering**; at the last benchmarking review cost, time and quality were the focus of the review, the deed of variation has embedded key KPIs in this regard and this is working well. This area will focus on value for money as evidenced on non-core commissions. Data will be collected from frameworks in the market for like for like services to ensure that the rates paid and the profit and overhead are appropriate and proportionate.
 - c) **Property**; a targeted service review will be undertaken to ensure that the services delivered are fit for purpose, this will review both transactional property and the wider strategic benefits the property team bring to the Authority. Best practice in similar local authorities will be reviewed. The scope

of services will be reviewed following the transfer earlier in the year of the Asset Management Team. CIPFA are being engaged by Capita to support this process and provide external validation.

3.2.5 The full obligation required by Schedule 9 will be discharged and reported back to SPB and then to this committee

4 Appendices

Appendix 1 – Presentation – Technical Services Q1 and Q2 performance

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](#)



Working in partnership with



Scrutiny & Policy Development Committee

9th November 2020

Partnership Director Update

Margie Burdis



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2020/21 April- Sept
Operational Highlights

01

Some Operational Highlights 2020/21 April - September


All service areas are contributing to delivery of our annual service plan:

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Winner
Gold Performance Award
Address Data 2020

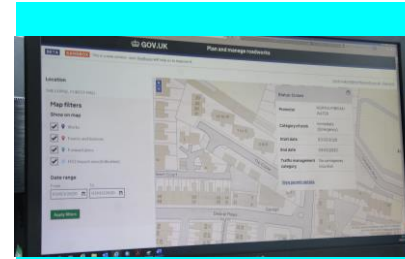
The Planning team received a gold award from GeoPlace for how it manages the Local Land and Property Gazetteer (LLPG).



Work began (since completed) on a scheme to strengthen the seawall at Southern Promenade, Whitley Bay.



Long-term leases agreed for Howdon Community Centre, Battle Hill Multi-Use and Royal Quays Community Centre.



The Streetworks team started using the Street Manager system for dealing with highway permits, as required nationally by the Department for Transport (DfT).



The annual road resurfacing was programme completed.

2020/21 April - Sept
Partnership Value-add
activities

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April - September 2020 Update

The following was supported by Capita between April and September:

Haymon Munks, was appointed as our Divisional Engagement and Wellbeing Ambassador supporting Capita's Wellbeing Strategy through raising awareness of wellbeing activities, promoting healthy lifestyles

Capita has invested over £17,000 since 2013 in the STEM projects in schools

We have invested **£ 24,754** in formal learning and development and **4059** hours have been booked to formal training

We have recruited **5** Apprentices:

- Chris Scandle - Apprentice Estimator
- Katie Gallagher – Property Technical Apprentice
- Ryan Garnett – Construction Operative Apprentice
- Robbie Clark – Construction Operative Apprentice
- Adam Howarth – Apprentice Planner

Donated **10** x Chrome Books to Norham High School for students to use at home where needed. This is an investment of **£2000**.

Invested **£1000** for a hand-made awning at Meadowell Connected, providing a covered space for many of the groups the charity supports to safely meet outdoors.

237 virtual volunteering hours were donated to the local community

114 Easter Eggs were donated to Meadowell Connected Kids Club and **£700** donated through staff fundraising.

Anthony Hewitt, Head of Construction is now the Chair of Forward Assist Board of Trustees

Investors in People (IIP)

Capita has been awarded with the new Investors in People Silver Award.

INVESTORS IN PEOPLETM
We invest in people Silver

IIP assessor Ian Hartley said:

"I would like to congratulate Capita's North Tyneside Partnership on its silver award. It demonstrates that it is a good employer, which is committed to continuously getting better.

Previously there were pockets of good practice within the organisation but now there is greater consistency across the business, helped by improved communication at all levels."

A silver award means the partnership not only has the right principles in place, but its people and leaders make active efforts to check they're happening consistently throughout the organisation.

The IIP's formal assessment included survey responses from 137 staff and interviews with 34 staff representing all service areas.

The survey showed that Capita's North Tyneside Partnership is ahead of the benchmark for its sector.

Strengths identified during the assessment included: the support provided by line managers; the fact that staff are trusted to do their job; and the collaborative working between different teams.

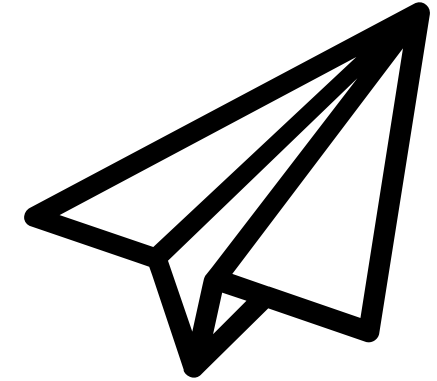
Areas for improvement included establish career pathways for all, embed the role of the staff focus group and collect more people related data.

Schedule 10 Commitments - April - September CPT 17

ASP Objective 19/20	Q1&2 achievements
<ul style="list-style-type: none"> • All Partnership jobs to continue to be advertised via NTC 	<ul style="list-style-type: none"> ✓ Ongoing via Capita Resourcing
<ul style="list-style-type: none"> • 2 x summer placements, • 6 x work experience • 1 x graduate • 1 x apprentices. • Develop a Pre-Apprenticeship Programme with NTLT 	<ul style="list-style-type: none"> ✓ 5 x Apprentices recruited between April-September ✓ 1 x Year Out Placement recruited ✓ Provided video case studies to be used for virtual careers – shared with North East LEP, NTLT, Business in the Community ✓ Completed Engineering Education Scheme Programme, providing virtual support to A-Level students of Churchill Community College (see case study) ✓ Continued virtual mentoring female students from George Stephenson High School as part of an employability programme with the Girls Network
<ul style="list-style-type: none"> • Continue to work with North Tyneside Business Forum in support of local SME's 	<ul style="list-style-type: none"> ✓ Ongoing support as well as discussions with VODA supporting charities with pro bono business advice. ✓ Pro bono advice occurring via relationships with Forward Assist, Meadowell Connected ✓ Partnership Director continues to attend Business in the Community NE Advisory Board and in addition is now part of their Education & Skills subgroup
<ul style="list-style-type: none"> • Work with CTP (Career Transition Partnership) for minimum of 1 x employability workshop. 	<ul style="list-style-type: none"> ✓ Anthony Hewitt remains Chair of the Board of Trustees at Forward Assist ✓ David Daghish continues to represent Capita on the Armed Forces Forum ✓ Staff can now record their status on Workday as either a Veteran or a Reservist to reflect armed forces pedigree and help Capita recognise our community
<ul style="list-style-type: none"> • Charitable Support 	<ul style="list-style-type: none"> ✓ Raised £700 for Meadowell Connected and over 100 Easter Eggs to Kids Club ✓ Donated 10 x Chrome Books to Norham High School, an investment of £2000 ✓ Donated £1000 to Meadowell Connected to buy an awning to continue meeting residents outside during COVID restrictions

Capita has supported local developments for Avant Homes

The A1056 Killingworth Way Improvement Scheme has been a great success



Overview

Adjustments were made to the A1056 Killingworth Way in support of a new homes development under a section 278 agreement (of the Highways Act 1980).

These adjustments included the creation of a signalised T-junction, pedestrian crossing and new bus stops on Killingworth Way to provide access to Avant Homes' new housing development, Cygnet Park.

The project got under way in August 2019 and was completed on time in March 2020.

A good job done ...

- It was achieved with minimal disruption to the highway network.
- The works were delivered in line with the Council's specification allowing adoption
- Regular meetings were held between Capita, the Council and Avant Homes to ensure a joined-up approach.
- Stakeholders were kept informed throughout with letters, e-bulletins and press releases. An extra letter was delivered ahead of the final resurfacing works.

Feedback

"The project delivery team should take pride and have a great sense of achievement for a well-built project delivered in a traffic-sensitive location, which was done without fuss and to budget.

"This project was a great example of the partnership working closely together to ultimately achieve the best outcomes."

- NEC Project Manager

Communications

A stakeholder engagement programme was created and delivered to keep residents, the general public and other interested parties informed on progress for the duration of the scheme.

- 100% of all calls/email queries received a full response within 10 working days.
- 100% of all telephone calls/email queries were acknowledged within one working day.

In addition to a very successful delivery, Capita have been able to add value to the local area whilst employing our local workers on the job. It also provided a much-needed opportunity to work on a large scheme for our year 3 trainee Surveyor Michelle Macbeth, who did an amazing job which will help her in securing her final qualification.

2020/21 April - Sept
People Update

03

Q4 Staffing Update

Page 29

14 x New Starters (8 are Growth positions)

6 x leavers

Recruited 5 x Apprentices
Recruited 1 x Year Out Placement
Advertising for a Structures Graduate
Government Services has pledged to support with 30 Placements under the new Kickstart Scheme with some placed in North Tyneside – numbers to be agreed shortly.

David Wall promoted to Portfolio Projects Director, Richard Lilley promoted to Senior Building Surveyor, Paul Brigham promoted to Associate Building Surveyor

Capita launched 'Working together, but apart' Pledge, 5 commitments to help colleagues stay in connected and true to values

Advisory group set up to support Capita's commitments of becoming more diverse and inclusive

Jade Bruce completed her APM Project Management Qualification
Matthew Tait completed his Real Estate Degree
Joe Knighting, Harry Graham, Jack Graham and Reagan Johnson completed their HNC in Civil Engineering

The following additional staff are upskilling via Apprenticeships:

- Amy Howe – Level 2 – AAT Apprenticeship
- William McClen – Level 6 – Chartered Environmental Practitioner Apprenticeship

Susan MacKenzie

Technical Administrator,
Planning Team



Page 30

“I decided to do this qualification as I had not been in any type of education since I left school 22 years ago now. I also want to progress in my career and hopefully be in charge of my own team one day. I can honestly say I am massively relieved this is over and bursting with pride that I managed to complete it as I had little or no confidence when I first began and was in two minds whether to carry on at certain points when times were tough”

Confidential

Susan has worked for North Tyneside Council since leaving school, many of these years within the Planning Team. She TUPE'd to Capita in 2012. Susan's role includes things like dealing with calls to our general phone line, taking payments from customers, downloading and registering of planning applications and issuing decisions. identifying publicity and consultation requirements and generating letters, site and press notices.

In 2019, Susan decided to embark on a Level 4 Business Administration Apprenticeship. She hadn't done any formal qualifications since leaving school and was very apprehensive about starting a qualification whilst working and having a family but in September 2020, Susan successfully completed her apprenticeship with Tyne Met College.

She found this experience to be very informative and learnt so many new things from researching for BTEC Assignments. She also got to be involved in other areas and departments whilst working through my qualification which gave her insights into what other departments do and got to meet a wide range of people whom she would not have normally had the opportunity to meet, helping her to feel more known within her directorate.

Susan's manager is so proud of her:

“Having worked since starting school, with a break to start a family, Susan saw the opportunity of an apprenticeship as a great way to gain her first new qualification since leaving school. She has studied a range of topics and been able to draw on her work in the course of study as well as undertaking new activities as part of the 20% training. I have seen Susan grow in confidence since starting the course and am delighted that, particularly after a difficult few months with lockdown, she has successfully passed the course. I'm also really pleased that she plans to move onto a new qualification in 2021. Onwards and upwards and well done Susan.” (Jackie Palmer, Planning Manager)

2020/21 April - Sept
Covid Support

| 04

Covid-19 Support

Capita has continued to work with the Council to support the Covid-19 effort:



Temporary pavement licences for the public highway were granted by the Streetworks team while the Property team granted licences for non-adopted council land.



Public Protection Manager Joanne Lee heads the team that enforces Covid-19 legislation. A new post has also been created within Environmental Health in support of the North Tyneside Covid-19 Outbreak Control Plan.



The Property team identified locations for Covid-19 testing sites and are supporting the council in making all its public buildings Covid-secure. This includes detailed mapping of safe occupancy levels

2020/21 April - Sept
Performance Update

05

Impact of covid on partnership performance

There were two consecutive government instructions which guided the operation and management of public sector suppliers during the reporting period April – September. These have both been fully complied with by both Capita and the Council. These are:

- PPN02/20
- PPN04/20

In compliance with the two public procurement notices and working in partnership, many of our service measures had to be suspended during the pandemic where they were either undeliverable or the council wanted us to focus on other priority things. There are no penalties associated with this and performance will be corrected where impacted by means of a record card.

- For an agreed set of KPI's the paymec was suspended and re-introduced as services could be stood back up.
- The operation was overseen by commercial and finance subgroup which continued to meet monthly and all decisions were recorded in a decisions log for future reference.
- This meant the ASP 2020/21 was in effect suspended until June when we entered a period of monitoring, reasonable endeavours and finally standing up all services required by the end of September.

This means that whilst we report actuals here for transparency, some of the reporting you see documented today will ultimately be corrected via a record form where there has been an agreed covid impact on performance. This will be included in the next set of performance reports which will be for October – March.

Cross Cutting Action Plan Dashboard April - September 2020/21

AP Number	Description	Q1	Q2	Comments
CC 1	Ensuring that financial targets are achieved and received and that business cases are reviewed and that business cases are aligned with council policy direction	Green	Green	Business cases have been invested in and are reviewed at a bi-weekly special Commercial & Finance (C&F) sub group prior to upward reporting. Further 3 sub-groups have been set up to review key service areas in 2020/21
CC 2	Enforcement Review – Consistent and transparent approach to enforcement and targeting hotspots more effectively	Green	Green	This has been picked up as a refreshed action plan in 2020/21. Progress has been made rapidly to deal with the covid-19 emergency where Joanne Lee has led a combined council and capita enforcement hub. This will be build on and mainstreamed going forwards.
CC 3	We Listen, We Care - Customer Experience Programme. Capita will provide full support and participation.	Green	Green	Capita attended all workstreams and rolled out at action plans. The planned review of car parking due to begin in October 20 has had to be deferred along with the rest of the Councils programme but will be resumed in time.
CC 4	Preparation for and deliver of the contractual Benchmarking (Nov 2020)	Green	Green	Work has been done alongside the council to establish best approach for this in current conditions and a report is on this agenda for approval. External validation commitment will be progressed and subject to council approval initial discussions with CIPFA and GoBeyond have been positive.
CC 5	Supporting fully the councils recover from COVID-19 impacts	Green	Green	Capita has worked seamlessly with the council to undertake everything require of us as a partner. Staff have been re-prioritised into the most critical areas and we have worked adaptably and flexibly across all service areas.
CC 6	Supporting Norham High School – Help the school fulfil its ethos and values	Green	Green	Partnership Director remains on the Board of Governors as a foundation governor and will take over finance chair this term. Capita funded a £10k fit out of an area of the school including drama room which was able to be completed whist the school was closed. We have also just donated £2k for 10 chrome books to support pupils learning in critical year groups.
CC 7	Environmental Sustainability - support to the Councils Climate Emergency priority	Green	Green	Capita has reviewed and refreshed out green travel to work plan and has worked with all our staff to support greater working from home where this is feasible. Lockers have been provided for staff to store exercise clothing and cycle to work has been encouraged in many ways. We attended and participated in the climate emergency forum and have cascaded to staff. All off our staff were given a re-useable lidded cup and document storage 'hot box' in addition to lockers.
CC 8	Ambition for North Tyneside – Ensure alignment of services	Green	Green	Capita has supported the Council's Ambition in 'People, Place and Economy' including delivery of a number of priority works. Capita attends IPB and, the joint Major Programmes Board (MPB) in addition to all other governance forums to ensure alignment at all times across our services.

Cross Cutting PI Dashboard April - September 2020/21

Category 1 PI's SUMMARY

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	Accuracy	Owner
CC 1.1	Time taken to respond to Member Enquiries	90%	90%		Mthly		Whole number	Partnership Director
CC 1.2	Time taken to respond to FOI requests	90%	90%		Mthly		Whole number	Partnership Director
CC 1.3	Time taken to respond to Stage 1 Corporate Complaints	90%	90%		Mthly		2 D.P.	Partnership Director
CC 1.4	Land Charges – Time taken to respond to requests for information	90%	90%		Mthly		Whole number	Partnership Director

April		May		June		Q1		July		August		September	
Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%
<u>161</u>	100.00%	<u>59</u>	100.00%	<u>76</u>	95.00%			<u>128</u>	99.22%	<u>144</u>	96.64%	<u>179</u>	99.44%
161	G	59	G	80	G			129	G	149	G	180	G
<u>10</u>	90.91%	<u>13</u>	92.86%	<u>18</u>	90.00%			<u>27</u>	96.43%	<u>28</u>	96.55%	<u>26</u>	96.30%
11	G	14	G	20	G			28	G	29	G	27	G
<u>2</u>	100.00%	<u>2</u>	100.00%	<u>3</u>	100.00%			<u>4</u>	80.00%	<u>6</u>	85.71%	<u>2</u>	100.00%
2	G	2	G	3	G			5	R	7	R	2	G
<u>88</u>	100.00%	<u>110</u>	100.00%	<u>135</u>	100.00%			<u>176</u>	100.00%	<u>178</u>	100.00%	<u>241</u>	100.00%
88	G	110	G	135	G			176	G	178	G	241	G

Property Action Plan Dashboard April - September 2020/21

Action Plan Number	Description	Q1	Q2	Comments
PROP 1	Property Blueprint	Green	Green	Weekly review meetings take place, project manager and team are in place the activity is progressing well against plan.
PROP 2	Backdated reviews - rent reviews and lease renewals	Amber	Amber	This was paused for covid as part of the decision not to chase debt.
PROP 3	Non-operational premises compliance	Green	Green	On track.

Property KPI Dashboard April - September 2020/21

Category 2 KPI's

KPI ref	Defintion	Expected	Min	Weighting	Frequen cy	Accuracy	Owner
PROP 2.1	Asset Valuations delivered to timescale	100%	100%	40%	Annual	2 D.P.	BD
PROP 2.2	Housing Stock Valuations delivered to timescale	100%	100%	40%	Annual	2 D.P.	BD
PROP 2.3	% of lease renewals and rent reviews dealt with on time	100%	95%	20%	Mthly	Whole number	PM

April		May		June		Q1		July		August		September	
Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%
-						-		-					
<u>36</u>	88%	<u>35</u>	81%	<u>34</u>	68%			<u>32</u>	57%	<u>26</u>	52%	<u>26</u>	52%
41	R	43	R	50	R			56	R	50	R	50	R

Category 1 KPI

KPI ref	Defintion	Expected	Min	Weightin g	Frequency	Accuracy	Owner
PROP 1.1	% of lettings completed on time	80%	70%		Quarterly	1 D.P.	PM
PROP 1.2	Debt recovery actions	95%	90%		Mthly	Whole number	PM
PROP 1.3	% of properties let from the Council's commercial portfolio	75%	70%		Mthly	2 D.P.	PM
PROP 1.4	Strategic Property Customer Satisfaction	90%	80%		Quarterly	2 D.P.	PM

April		May		June		Q1		July		August		September		Q2	
Figures	%	Figures	%	Figures	%	Figures	%	Figur es	%	Figures	%	Figures	%	Figures	%
-						<u>0</u>		-						<u>0</u>	0.00%
-						0		-						2	R
<u>31</u>	100.00%	<u>76</u>	100.00%	<u>47</u>	100.00%			<u>44</u>	100.00%	<u>46</u>	100.00%	<u>32</u>	100.00%		
31	G	76	G	47	G			44	G	46	G	32	G		
<u>210</u>	77.21%	<u>209</u>	77.12%	<u>209</u>	77.12%			<u>205</u>	75.65%	<u>205</u>	75.65%	<u>205</u>	75.65%		
272	G	271	G	271	G			271	G	271	G	271	G		
-						<u>4</u>	100.00%	-						<u>7</u>	100.00%
-						4	G	-						7	G

Engineering Action Plan Dashboard April - September 2020/21

Action Plan Number	Description	Q1	Q2	Comments
1	Trial of coastal drone inspections.	Green	Amber	Initial feedback has been provided about permissions which ultimately will require Capita to apply to the CAA for permission to use them if decision is made to procure drone and operate internally. Current recommendation is to procure services with external company. Briefing note has been sent to Council with details regarding costs, options to procure and recommendations.
2	Review of Highway Policies – New VAX requests, illegal VAX, Overhanging Vegetation and Road Traffic Accidents	Green	Amber	We continue to engage with neighbouring authorities. A draft VAX policy is being drafted and amended following comments from other Capita offices and initial discussions with consultation group.
3	PROW Report Function and Video Survey	Amber	Amber	Video recording options were investigated. No further progress was been made due to Covid – 19 The subgroup have agreed to remove this action plan from service plan. Once record form has been signed off, this will be removed from suite of action plans.
4	Electric Vehicles	Green	Amber	Emails were sent out to neighbouring LA's to understand their strategies and policies. Emails have also been sent to current and former Capita partner LA's. Have obtained Government policy for Electric Vehicles and is being reviewed. Still awaiting responses from LA's and this has been chased up again. We are currently reprofiling milestones for this action plan.

Engineering KPI Dashboard April - September 2020/21

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		Q1		July		August		September	
Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%
0	0.00%	0	0.00%	93	94.90%			409	100.00%	498	99.40%	399	100.00%
839	R	419	R	98	A			409	G	501	G	399	G
27	100.00%	12	100.00%	4	100.00%			5	100.00%	11	100.00%	12	100.00%
27	G	12	G	4	G			5	G	11	G	12	G
5	9.09%	0	n/a	7	100.00%			220	98.65%	211	98.14%	263	99.62%
55	R	0		7	G			223	G	215	G	264	G
21770	99.83%	20475	99.83%	18444	99.82%			17,646	99.85%	17,764	99.84%	17929	99.89%
21807	G	20510	G	18477	G			17,672	G	17,792	G	17949	G
0	n/a	0	n/a	2	100.00%			45	100.00%	51	96.23%	60	96.77%
0		0		2	G			45	G	53	G	62	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	75% Average	65%		Annual		1 D.P.	AH

April		May		June		Q1		July		August		September	
Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%
256	100.00%	529	100.00%	1123	100.00%			1148	100.00%	1039	100.00%	1328	100.00%
256	G	529	G	1123	G			1148	G	1039	G	1328	G
29	96.67%	102	96.23%	203	78.99%			260	92.20%	202	91.40%	265	93.97%
30	G	106	G	257	R			282	G	221	G	282	G
32	100.00%	40	85.11%	100	99.01%			77	86.52%	97	96.04%	119	89.47%
32	G	47	G	101	G			89	G	101	G	133	G

Regulatory Services Action Plan Dashboard April - September 2019/20

Action Plan Number	Description	Q1	Q2	Comments
PLG 1	Planning Policy Development – Progress the delivery supporting the Local Plan	Green	Green	Achieved
REG 1	Housing Enforcement Policy	Deferred	Deferred	Deferred over the summer. Consultation process was hindered during covid and the regulatory teams had to prioritise front line activity. This has now been built into the recovery planning activities with a new timetable having been agreed.
REG 2	Air Quality Strategy	Deferred	Deferred	Our local NT strategy has dependencies on the regional agreement of the Tyneside Clean Air Zone (CAZ) so we are not in a position to finalise our local approach currently.
REG3	Food Law Plan 2020 – 2022 – Develop and approve a 2-year food law enforcement plan	Green	Green	Draft Policy developed.
REG 4	Cumulative Impact Assessment	Green	Amber	Delayed action due to Covid
REG 5	Review of Street Trading Scheme	Green	Green	Progressing as planned
BC 1	Building Control Enforcement Procedure	Green	Green	This is progressing
BC 2	Retention of ISO 9001:2015- Retain quality assurance standard covering the Building Control service	Green	Green	Complete. The BSI audit took place and was passed with no recommendations and no weaknesses.
BC 3	Building Excellence Awards – Support the annual Local Authority Building Control (LABC) awards programme	Green	Green	ongoing

Regulatory Services KPI Dashboard April - September 2020/21

Category 2 KPI's

KPI ref	Defintion	Expected	Min	Weig	Frequ	Baseli	Accuracy	Own
				hting	ency	ned		er
PLG 2.1	Planning - % major applications determined on time	95% sliding scale	90% sliding scale	20%	Quart		Whole number	JP
PLG 2.2	Planning - % minor applications determined on time	96%	90%	20%	Quart		Whole number	JP
PLG 2.3	Planning - % other applications determined on time	96%	92%	20%	Quart		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%	Annua		2 D.P.	JL
BC 1.4	Building Control - Building Regulations decisions issued within statutory target dates	75%	60%	15%	Mthly		1 D.P.	CG

April		May		June		Q1		July		August		September	
Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%
<u>20</u>	95%	<u>20</u>	95%	<u>22</u>	100%	<u>22</u>	100%	<u>19</u>	100%	<u>16</u>	100%	<u>21</u>	100%
21	↑	21	↑	22	↑	22	G	19	↑	16	↑	21	↑
<u>149</u>	99%	<u>136</u>	99%	<u>134</u>	99%	<u>134</u>	99%	<u>132</u>	99%	<u>132</u>	99%	<u>130</u>	98%
150	↑	137	↑	135	↑	135	G	133	↑	134	↑	132	↑
<u>634</u>	100%	<u>627</u>	100%	<u>627</u>	100%	<u>627</u>	100%	<u>612</u>	100%	<u>600</u>	100%	<u>578</u>	100%
634	↑	627	↑	628	↑	628	G	613	↑	601	↑	579	↑
-		<u>7</u>	100%	<u>4</u>	100%	-		<u>3</u>	100%	<u>5</u>	100%	<u>2</u>	100%
		7	G	4	G	-		3	G	5	G	2	G
		1278	95%	1278	95%	-		1277	95%	1272	95%	1273	94%
		1342	G	1342	G	-		1342	G	1344	G	1348	G
<u>27</u>	69%	<u>24</u>	63%	<u>57</u>	61%	-		<u>83</u>	62%	<u>69</u>	77%	<u>50</u>	78%
39	A	38	A	94	A	-		134	A	90	G	64	G

Regulatory Services KPI Dashboard April - September 2020/21

Category 1 PI's

KPI ref	Defintion	Expected	Min	Weightin	Frequenc	Baselined	Owner
PLG 1.1	Planning - % appeals contrary to officer decision	28%	32%		Mthly		JP
PLG 1.2	Planning - % discharge of conditions determined on target	78%	72%		Mthly		JP
PLG 1.3	Planning - % minor pre application enquiries responded to in time	90%	85%		Mthly		JP
PLG 1.4	Planning - % stage 1 major pre-applications responded to in 7 weeks	80%	70%		Mthly		JP
PLG 1.5	Planning - % Committee decisions made contrary to Officer advice	10%	15%		Mthly		JP
PLG 1.6	Planning - % enforcement cases visited within 10 working days of receipt	85%	75%		Mthly		JP
BC 1.1	Building Control - % of requests for site inspections responded to within target	98%	95%		Mthly		CG
BC 1.2	Building Control - % of requests for dangerous structures assessment response to within target	100%	95%		Mthly		CG
BC 1.3	Building Control - % market share against private sector competition	75%	70%		Mthly		CG
REG 1.1	Regulatory Services - Customer Satisfaction Rating	80%	80%		Mthly	To be benchmarked	all

April		May		June		Q1		July		August		September	
Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%
<u>3</u>	23%	<u>3</u>	27%	<u>3</u>	27%			<u>3</u>	27%	<u>3</u>	30%	<u>3</u>	25%
13	G	11	G	11	G			11	G	10	A	12	G
<u>113</u>	100%	<u>112</u>	100%	<u>104</u>	100%			<u>94</u>	100%	<u>88</u>	100%	<u>83</u>	100%
113	G	112	G	104	G			94	G	88	G	83	G
<u>134</u>	98%	<u>127</u>	98%	<u>123</u>	98%			<u>130</u>	98%	<u>124</u>	98%	<u>124</u>	98%
137	G	130	G	126	G			133	G	126	G	127	G
<u>17</u>	89%	<u>17</u>	89%	<u>18</u>	90%			<u>19</u>	90%	<u>17</u>	94%	<u>18</u>	95%
19	G	19	G	20	G			21	G	18	G	19	G
<u>11</u>	18%	<u>11</u>	18%	<u>12</u>	19%			<u>11</u>	18%	<u>9</u>	16%	<u>12</u>	19%
60	R	60	R	62	R			60	R	58	R	64	R
<u>369</u>	84%	<u>361</u>	86%	<u>355</u>	86%			<u>362</u>	89%	<u>356</u>	88%	<u>373</u>	88%
437	A	422	G	411	G			408	G	404	G	426	G
<u>27</u>	100%	<u>107</u>	100%	<u>186</u>	100%			<u>288</u>	100%	<u>204</u>	100%	<u>249</u>	100%
27	G	107	G	186	G			288	G	204	G	249	G
<u>2</u>	100%	<u>1</u>	100%	<u>5</u>	100%			<u>2</u>	100%	<u>3</u>	100%	<u>5</u>	100%
2	G	1	G	5	G			2	G	3	G	5	G
<u>31</u>	89%	<u>48</u>	89%	<u>78</u>	87%			<u>85</u>	79%	<u>87</u>	77%	<u>89</u>	72%
35	G	54	G	90	G			108	G	113	G	123	A
<u>328</u>	89%	<u>1193</u>	88%	<u>1880</u>	88%			<u>2548</u>	87%	<u>3065</u>	86%	<u>3605</u>	86%
370	G	1360	G	2140	G			2940	G	3550	G	4190	G

Approach to
Benchmarking

06

Benchmarking

- This is a benchmarking year starting in Nov 2020.
- It was agreed not to defer this due to covid but there are some difficulties to overcome
- The way the services are delivered differs to when the contract was established. 3 rather than 4 workstreams exist.
- The approach was approved by Strategic Partnership Board on 19th October.
- External validation has been confirmed in the approach

Regulatory Services:

A desktop exercise will be undertaken to review performance within the team using national data from published indicators. This will form the basis of the assessment, looking at quartile positions on cost and performance against similar Councils. A review will also be undertaken to understand the cost implications of any proposed service improvement. An external company GoBeyond or an equivalent is being engaged by Capita to provide external validation.

Engineering Services:

Cost, time and quality were the focus of the last review, the deed of variation has embedded key KPIs in this regard and this is working well. This area will therefore focus on value for money as evidenced on non-core commissions. Data will be collected from frameworks in the market for like for like services to ensure that the rates paid and the profit and overhead are appropriate and proportionate.

Property Services:

A targeted service review will be undertaken to ensure that the services delivered are fit for purpose, this will review both transactional property and the wider strategic benefits the property team bring to the Authority. Best practice in similar local authorities will be reviewed. The scope of services will be reviewed following the transfer earlier in the year of the Asset Management Team. CIPFA are being engaged by Capita to support this process and provide external validation.

OSPD are asked to:

1. Consider the April - September 2020/21 performance data
2. Consider the approach to benchmarking as set out