



North Tyneside Council

Overview, Scrutiny & Policy Development Committee

Friday, 7 January 2022

Monday, 17 January 2022 0.02 Chamber - Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY **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 be notified of the appointment of any 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	5 - 8
To confirm the minutes of the meeting held on 8 November 2021.	
5. Our North Tyneside Plan update report	To Follow
To receive an update in relation to the Our North Tyneside Plan.	

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

Agenda Item	Page
<p>6. 2022/23 Budget Sub-group report</p> <p>To consider the report produced by the Budget Sub-group.</p>	<p>To Follow</p>
<p>7. Technical Services Partnership - Quarter 1 Performance Monitoring Update</p> <p>To receive an update on the performance of the Technical Services Partnership.</p>	<p>9 - 42</p>
<p>8. Exclusion Resolution</p> <p>The Sub-Committee is requested to pass the following resolution:</p> <p>That under Section 100A(4) of the Local Government Act 1972 (as amended) and having applied a public interest test as defined in Part 2 of Schedule 12A of the Act, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Act.</p>	
<p>9. Technical Services Partnership - Further Information</p>	<p>43 - 46</p> <p style="text-align: right;">Circulation overleaf ...</p>

Members of the Overview, Scrutiny & Policy Development Committee

Councillor Jim Allan (Deputy Chair)

Councillor Brian Burdis

Councillor Julie Cruddas

Councillor Janet Hunter (Chair)

Councillor Andy Newman

Councillor Erin Parker-Leonard

Councillor Willie Samuel

Councillor Matt Wilson

Councillor Mrs Linda Arkley OBE

Councillor Debbie Cox

Councillor Muriel Green

Councillor Joe Kirwin

Councillor Pat Oliver

Councillor Matthew Thirlaway

Councillor Judith Wallace

Mr Stephen Fallon, Church Representative

Rev Michael Vine, Church Representative

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Overview, Scrutiny & Policy Development Committee

Monday, 8 November 2021

Present: Councillor Janet Hunter (Chair)
Councillors L Arkley, B Burdis, D Cox, J Cruddas,
M Green, J Kirwin, P Oliver, M Thirlaway, W Samuel,
J Wallace, M Wilson and Rev M Vine

Apologies: Councillors E Parker-Leonard and S Fallon

OV24/21 Appointment of Substitute Members

There were no Substitute Members.

OV25/21 Declarations of Interest and Dispensations

Councillor Pat Oliver declared a non-registerable personal interest in Item 5 Efficiency. She has a family member with a learning disability.

OV26/21 Minutes

Councillor J Wallace sought confirmation in relation to minute OV23/21, 2022-2026 Financial Planning and Budget Process incorporating the Associated Engagement Strategy.

At the 4 October 2021 meeting, Councillor J Wallace questioned the wording under the Our North Tyneside theme: A Green North Tyneside, which stated "We will secure funding to help households to install low-carbon heating".

It was stated that at the 23 September Council meeting the wording at minute C38/21 "We will secure funding to help low-income households to install low-carbon heating" had been approved.

In response officers informed the Overview, Scrutiny & Policy Development Committee on the 4 October 2021 the reason for the anomaly was due to the timing of agenda publication and that the definitive wording was the minute C38/21 approved at Council on 23 September 2021.

Resolved that the minute of the meeting held on 4 October 2021 be agreed.

OV27/21 Efficiency Savings Programme Progress Report

The Committee received an update report on the current year progress of the key 2021/2022 projects and business cases within the Efficiency Savings Programme.

The overall saving requirement for 2021/22 that had been agreed by Council in February 2021 was £4.537m. This consisted of £1.792m for the impact of prior years and £3.066m of business cases within Health, Education, Care and Safeguarding and Asset Management,

that were achieved by management actions that required permanent delivery in 2021/2022.

It was noted that the delivery of some of the saving proposals in 2021/2022 had been significantly impacted by the Covid-19 pandemic, especially Health, Education, Care and Safeguarding and Asset Management and that all savings were forecasted to be fully achieved.

The report detailed that the projected savings had been fully achieved and showed that:

- £2.080m had been delivered against project activities associated to business cases.
- £0.830m had been achieved directly from management actions
- £1.627m had yet to be achieved.

Members were given the opportunity to raise questions in relation to projects within the report.

In relation to Learning Disability, Leading Sector-Led Improvement and Adult Social Care Review of Management

- A member asked for timescales to when the business case would be delivered and for this to be reflected in future reports.

Social Care Customer Experience – Assistive Technology – A member requested further information to the benefit gained for the user using new technology and asked that this be reflected in future reports.

Youth Offending and Early Help – It was questioned what temporary/permanent measures were being explored and it was indicated 2019/20 savings were achieved through holding of vacancies. It was questioned the necessity for holding vacancies and the need to do so, if there was no adverse impact to service delivery.

Keeping our Children in Care within the borough – further information was requested to provide greater understanding to the activity that had been undertaken in relation to this business case.

A further request was made to provide an update on the effect of Signs of Safety practice.

Director of Resources stated that future reports would provide greater information with associated timescales for those business cases with ratings of Red/Amber.

The Committee requested that officers with a full understanding to the business cases rated Red be in attendance to respond to questions in future meetings.

Agreed to (1) note the Efficiency Savings Programme Progress Report and (2) that future reports providing greater detail for each business case with associated timescales for those with Red/Amber rating and those areas of interest requested; and (3) where a business case hold a Red rating ensure officers are in attendance at meetings.

OV28/21 Technical Services Partnership - Quarter 1 Performance Monitoring Update

The Chair informed the Committee that items in relation to the Technical Partnership would not be received due to the Technical Partner unavailability due to illness.

Agreed that the Technical Services Partnership - Quarter 1 Performance Monitoring Update be received at the next meeting scheduled for 17 January 2022.

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Meeting: Overview, Scrutiny & Policy Development Committee

Date: Monday 17 January 2022

Title: Technical Services Partnership – Quarter 1 Performance Monitoring Update

Authors: Margie Burdis, Partnership Director (Capita) Tel: (0191) 643 6416

Colin MacDonald, Senior Manager,
Technical & Regulatory Services Tel: (0191) 643 6620

David Dunford, Senior Business Partner, Finance Tel: (0191) 643 7027

Service: Environment, Housing and Leisure

Wards affected: All

1. Purpose of Report

As part of its work programme Overview, Scrutiny and Policy Development Committee ('the Committee') receives performance updates from the Authority's long-term strategic partnership arrangement with Capita Property & Infrastructure Limited ('Capita'). The partnership delivers a range of technical services for the Authority.

The purpose of this report is to present the Quarter 1 performance monitoring update for the current financial year 2021/22 following consideration by the established partnership governance arrangements.

2. Recommendations

The Committee is recommended to:

- a) Consider the Quarter 1 service performance update for 2021/22 presented in **Appendix 1**;
- b) Consider the Quarter 1 financial performance update for 2021/22 presented in **Appendix 2**; and
- c) Note the forward look on monitoring performance highlighted in section 3.3 of the main body of the report.

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 responded to the recommendations by Committee following examination of the partnership by the study group it established. Details of that are included in the background information included within this report.

Cabinet agreed that monitoring reports against the contractually agreed Annual Service Plan will be made available each quarter. This report presents service delivery and financial monitoring performance reports for Quarter 1 of the current financial year.

3.2 Managing performance

The Authority monitors performance of the partnership on a monthly basis. Capita are required to meet a series of important performance milestones for each service they deliver on behalf of the authority and these are known as Key Performance Indicators ('KPI's'). The KPI's are divided into Category 1 and Category 2 KPI's and each have an agreed 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 Partnering Board (OPB) on a monthly basis and Strategic Partnering Board (SPB) on a quarterly basis.

In addition to the KPI's, for each of the service areas there are several action plans that are delivered and monitored in the same way along with financial performance.

Service delivery performance is attached as **Appendix 1** and financial performance is attached as **Appendix 2** to this report.

3.3 Forward Look

As part of the extensive performance monitoring embedded within management of the partnership arrangements, Committee should be aware of those aspects that will be reported to it once they are considered via the established governance arrangements. These are:

- **Benchmarking**

There is a commitment within the partnership agreement that benchmarking exercises will be undertaken at years 5, 8 and 12. Cabinet agreed with the recommendation that Committee will have oversight of that. The approach to Year 8 (2020/21) benchmarking was considered by Committee at its meeting in November 2020.

Capita has discharged their obligations to submit agreed information to the Authority by 31 March 2021. In sight of the SPB the outcomes are being considered and will be reported to Committee at the earliest opportunity.

- **Investment commitments**

For 2021/22, Capita have agreed to invest £2.258m into the partnership. This was agreed within the annual service plan. This is monitored on a 6 monthly basis and will be reported to Committee as part of the Quarter 2 performance update.

- **Strategic action plans**

For 2021/22, in addition to the service area action plans, Capita has commitment to deliver at specified strategic priorities for the partnership to support those of the council. These are:

1. Developing business cases to save and generate income
2. Reviewing our enforcement effort
3. *'We listen, We Care'* – Supporting the customer experience programme
4. Delivery of benchmarking outcomes
5. *'Building Back Better'* – recovery from COVID-19 impacts
6. Supporting Norham High School
7. Environmental Sustainability – supporting the Climate Emergency declaration
8. Supporting the Ambition for North Tyneside

Progress on these will be reported to Committee as part of the Quarter 2 performance update.

4. Appendices

Appendix 1 – Quarter 1 service delivery performance scorecard for 2021/22

Appendix 2 – Quarter 1 financial performance monitoring statement for 2021/22

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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APPENDIX 1

Quarter 1 service delivery performance scorecard for 2021/22

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Working in partnership with



Overview, Scrutiny & Policy Development Committee

8th November 2021

Capita Q1 business update

Margie Burdis



Contents

2021/22 Q1 April – June

1. Operational Highlights
2. Partnership Value - Add
3. People Update
4. Performance update

2021/22 Q1
Operational Highlights

01

Some Operational Highlights 2021/22 April - June

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



Trial holes were dug at Northumberland Square, Howard Street and Saville Street in support of the Ambition for North Shields & Fish Quay masterplan.



Trading Standards seized a large amount of illegal tobacco from a store in Wallsend.



Work got under way to replace the drainage system in Langley Playing Fields, Monkseaton.



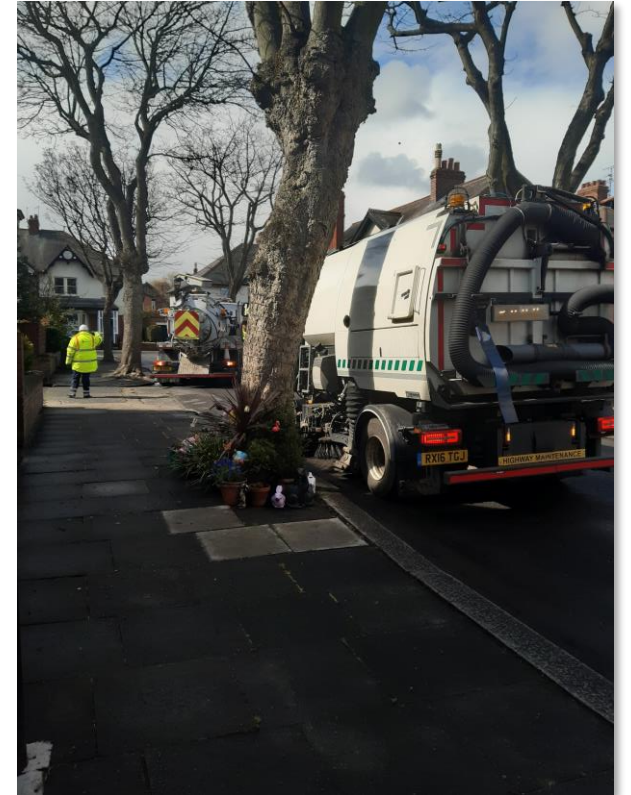
An Environmental Health investigation led to the owners of Whitley Bay Ice Rink being ordered to pay over £25,000 for asbestos offences.



A thermal road repair system was trialled on the A188 Benton Lane near Four Lane Ends.

Customer Service Update – 2021/22 April - June

- Working with Capita's gully cleansing team and the Councils Environmental Services - joint clean-ups were organized in Kings Road and Valley Gardens, Whitley Bay
- Ward walkabouts recommenced, including walkabouts with three new ward members
- 1,251 Member Enquiries were quality checked with improvements suggested to 228 (18%)



2021/22 Q1 Our People
update

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Good Work Pledge

GOOD WORK PLEDGE ✓

The Five Pillars of Practice



Promoting Health and Wellbeing

You provide a safe working environment, and provide opportunities for your people to develop healthy lifestyles, especially positive mental health.



Developing a Balanced Workforce

You invest in training and progression for employees – planning for now and for the future. Inclusiveness and equity are central to your work.



Valuing and Rewarding your Workforce

You pay a fair wage, offer extra benefits and provide security and job fulfilment for your people wherever possible.



Effective Communications & Representation

You promote trust and fairness by valuing and listening to your employees, and involving them throughout the organisation.



Demonstrate a Social Responsibility

You contribute to our area by buying locally, thinking green and supporting your people to 'give back' through volunteering or community action.

Capita has been awarded the North of Tyne Combined Authority Good Work Pledge.

North of Tyne Combined Authority identified five areas where, as an organisation employing people in Northumberland, North Tyneside, and Newcastle they can demonstrate a commitment to Good Work. These five areas presented as 'pillars' contain the criteria used to identify, promote, and grow good work practices in businesses and organisations of all sizes and sectors across the region. The Good Work Pledge encourages employers to provide safe, stable jobs with opportunities for training, progression and wellbeing.

Capita was awarded the Advanced version because of the strong commitment across all five pillars.

In particular, the assessment panel acknowledge Capita's commitment to responsible business practice and abuilding a health workplace.

“After reviewing all the detail provided, we would be delighted to award Capita the Advanced Good Work Pledge. The panel thoroughly enjoyed reading your full application and felt it demonstrated a strong commitment to all aspects of Good Work throughout.” (NTCA)

April – June 2021 Staffing Update

7 x New Starters

8 x leavers

Quantity Surveying Apprentice, Sam Steele started in the Major Projects Team.

Our first Kickstart Placement, Haydn Porritt started in the Highways Team, Killingworth.

Ben Hedley, Site Engineer successfully completed his Construction Management Degree with Northumbria University.

Katie Gallagher completed her Level 2: Customer Service Practitioner

Kimberley Harwood completed her Year Out Placement in Planning and has returned to Newcastle University to complete her Masters Degree in Planning.

- Richard Blackburn was promoted to Project Director.
- Ken Horn was promoted to Senior Engineer
- Christian Mattock was promoted to Building Surveyor

David Wall and Richard Blackburn successfully completed their Level 7: Senior Leadership MBA Apprenticeship with Northumbria University.

David Daglish successfully completed his Level 5 Leadership & Management Apprenticeship.

VOICE Awards

Monthly Awards for individuals/teams nominated by staff. The reward is a Love to Shop Voucher.

The nominations should be aligned to the Capita values: OPEN, INGENIOUS, COLLABORATIVE and EFFECTIVE.

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April – June Winners (nominated by staff)

Jackie Palmer – for the way she leads the Planning team by supporting and involving her staff.

Amy Kennedy and Duncan Bennett – for successfully communicating works at short notice in support of the North Shields masterplan.

Colin Bell, Ronnie Lillico, Alex Devine, Christian Mattock – for their work across multiple health sites during the pandemic.

Chris Scandle for supporting NTC on the set up of COVID-19 surge testing at sites.

2021/22 Q1 Value-add activities

03

April - June 2021 Update



The following was supported by Capita between April and June:

Engineering Development Trust Gold project with George Stephenson High School completed led by Sam Berry, Assist Civil Engineer. (investment of **£1995**) Capita sponsored the “Best Overall Project” (investment of **£500**)

Engineering Development Trust Bronze projects (x2) completed with Norham High School in 2021 (normally support one project) led by Katie Gallagher, Property and Ben Hedley, Major Projects (investment of **£1900**) Capita sponsored the “Best STEM Solution Award” which Norham High School won! (Investment of **£500**)

Donated **247.5** volunteering hours in the local community.

10 staff took part in garden volunteering at Meadowell Connected to support Volunteering Week.

18 staff took part in a coastal litter pick between St Mary’s Lighthouse and Spanish City. The clean-up was in support of World Environment Day and World Ocean Day, with North Tyneside Council providing the bags and litter pickers.

The major projects team supported a Career Development Module Placement from Newcastle University for a week at West Moor S278 Roundabout Improvement Works.

Capita worked with NTLT to design a virtual internship with the Quantity Surveying Team. NTLT promoted to all sixth form schools and there was little take up so deferring to 2022.

Jade Bruce and Amy Kennedy delivered a presentation with live Q&A as part of Women in Engineering Day to female students at Norham High School.

Adam Howarth took part in a virtual mock interview day for Year 10/11 students at Norham High School.

Hiba Wilson has volunteered to sit on the Institution of Civil Engineers (ICE) North East Graduate, Apprentices, Students and Technicians (GAST) Committee.

Business in the Community:

Boost Programme

The logo for Business in the Community, featuring a dark blue square with a pink and blue border. The text 'BUSINESS IN THE COMMUNITY' is written in white, uppercase letters inside the square.

BUSINESS
IN THE
COMMUNITY

The Prince's
Responsible
Business Network

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Capita has 8 trained volunteers in the North East.

Boost is Business in the Community's (BITC) bold ambition to engage businesses, over the course of two years, to provide jobseekers with a series of coaching sessions. These sessions are designed to enhance confidence, competence and capability to re-join the workforce as the economy recovers.

In light of the escalating levels of unemployment as a result of COVID-19, and the unequal impact that this will have on groups already disadvantaged in the labour market, BITC are mobilising a network of employee volunteers to become Boost Coaches and provide one-to-one support to those most affected.

Through Boost, BITC will train and equip to coach and support jobseekers around three core areas:

- Developing essential transferable and digital skills
- Increasing their knowledge of the jobs market and building core employability skills to improve chances of a successful job outcome
- Enhancing wellbeing – helping them stay positive and connected to the world of work

Mentors started to meet their job seeker match in June on a monthly basis.

Community 1000

The Year of Volunteering.....

Why volunteer?

You will be making a difference to the lives of people in the local area as well as benefiting your own mental and physical health.

Not only is volunteering highly rewarding, it's a great way to gain confidence, meet new people, learn new skills and have fun. Volunteering can also be a great addition to a CV and can count towards Continuing Professional Development (CPD) or CPD training.

Everyone is offered one paid day (or equivalent hours) off work per annum at line manager approval to volunteer.

You may alternatively split these hours up into a continuing commitment such as helping in the canteen for one hour a week for several weeks or if you are able to, and your manager permits it, then take more than one day to volunteer.

Your volunteering experiences



Paul McCutcheon, who supported Northam High School students in a STEM

"The students were a pleasure to work with and came up with excellent ideas... Personally, I found this to be a great experience and would jump at the chance to do it again."



Carrie Thompson, who mentored a

"I can make a difference to the future of even one young girl, by meeting with her once a month to build a positive relationship with her. I can broaden her horizons, then I am more than willing to give it a try."



initially but it's always good to learn new skills for your own personal development."



Ken Horn, who helped give pupils at Percy Main Primary School an insight into working in engineering.

"It was a fantastic day and the children loved it. I'm not going to lie, I also had some fun."



As well helping people realise their potential, volunteering can have many health benefits.

Did you know?

- If you raise funds for a local charity, you can apply to Capita for matched funding and the company will match 25% of funds with a cap of £250. Let us know if you do any fundraising where you get matched funding!

- If you sign up as a Science, Technology, Engineering and Mathematics (STEM) Ambassador you can count home-schooling in maths and science as volunteering hours. Being a STEM Ambassador counts towards your Professional Development so if you are not one already and want to know more, then please let Jen Chamley know. You do not need to be a technical member of staff.

- Helping others can also benefit our own mental health and wellbeing. For example, it can reduce stress as well as improve mood, self-esteem and happiness.

Capita have set a target of 1000 volunteering hours by the end of March 2022.

We will develop quarterly updates to staff which will include:

- Latest volunteering opportunities
- Progress against our target
- Case studies
- Charity/local community feedback
- How are senior managers supporting "Community 1000"

Welcome



In the face of the challenges brought by the coronavirus, it was really an amazing feat to continue delivering our services like we did in 2020.

What we achieved, and the deserved praise we received from North Tyneside Council and other clients, was down to your great work. Thank you.

However, a key part of what makes the Partnership such a success – our volunteering efforts – naturally suffered in comparison to previous years.

It's going to be really important that our communities are supported as they begin to recover from coronavirus.

Education, social and health inequalities will only have increased during the pandemic and while we can't solve these problems, we can make a difference.

As a Partnership, we've set a target of achieving 1,000 hours of volunteering in the 2021/22 financial year and we've named this push 'Community 1000'.

I know 1,000 hours might seem ambitious but if each one of us did just one volunteering activity this year, we would comfortably reach this goal. Let's make every minute count!

Many of you already volunteer frequently – I'm truly grateful for this and kindly ask that you make the effort this year too, please.

For those of you who haven't volunteered before, or not for some time, please make this the year that you get involved. All the Heads of Service in the Partnership are behind this initiative and will be encouraging line managers to support volunteering requests.

This booklet sets out some of the volunteering choices that are available now. You will see that due to current restrictions, these are predominantly virtual but nonetheless they will still have a very positive impact. Alternatively, you may already volunteer in the local community, if so then let us know.

We will update the booklet and reissue it as further opportunities emerge throughout the year.

Thank you in advance for your support – with your help we can make this our Year of Volunteering.

*Best wishes,
Margie*

Margie Burdis, Partnership Director

Charitable Support

Our Parking Team raised over £ 800 for Forward Assist, one of our charity partners.

David Daghish, Michael Leech and Gary Hoyle achieved the mighty feat of scaling the highest mountains of Scotland, England and Wales within 24 hours.

And in doing so they raised hundreds of pounds in sponsorship for veterans charity Forward Assist – Capita will be matching 25 per cent of the funds.



Fine team: Members of the Parking Control team braved the weather to complete the National Three Peaks Challenge

2021/22 Q1
Performance Update

04

Cross Cutting PI Dashboard 2020/21

Category 1 PI's SUMMARY

KPI ref	Definition	Expected	Min	Frequency	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	
Figures	%	Figures	%	Figures	%
<u>264</u>	98.88%	<u>216</u>	99.54%	<u>178</u>	100.00%
267	G	217	G	178	G
<u>32</u>	91.43%	<u>13</u>	92.86%	<u>19</u>	95.00%
35	G	14	G	20	G
<u>4</u>	100.00%	<u>4</u>	100.00%	<u>3</u>	60.00%
4	G	4	G	5	R
<u>148</u>	100.00%	<u>206</u>	98.56%	<u>223</u>	100.00%
148	G	209	G	223	G

Property KPI and PI Dashboard Q1 2021/22

KPI ref	Definition	Expected	Min	Weighting	Frequency	Baselined	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	
Figure s	%	Figure s	%	Figure s	%	Figure s	%
-							
-							
<u>29</u>	100%	<u>33</u>	100%	<u>35</u>	100%		
29	G	33	G	35	G		

Category 1 PI's

KPI ref	Definition	Expected	Min	Weighting	Frequency	Baselined	Accuracy	Owner
PROP 1.1	% of lettings completed on time	80%	70%		Quarterly		1 D.P.	PM
PROP 1.2	Debt recovery actions	96%	91%		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	
Figure s	%	Figure s	%	Figure s	%	Figure s	%
-							
						<u>1</u>	100.00%
						1	G
<u>33</u>	100.00%	<u>50</u>	100.00%	<u>42</u>	100.00%		
33	G	50	G	42	G		
<u>210</u>	84.34%	<u>212</u>	83.79%	<u>214</u>	85.26%		
249	G	253	G	251	G		
-							
						<u>2</u>	66.67%
						3	R

Engineering KPI and PI Dashboard Q1 2021/22

Category 2 KPI's

KPI ref	Definition	Expected	Min	Weighting	Frequency	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.	AH
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.	AH
ENG 2.3	Roads & Pavements – Percentage of Cat 2 Highways defects made compliant within 10 working days	98%	96%	25%	Mthly	2 D.P.	AH
ENG 2.4	Parking - No. of PCNs correctly issued	99%	97%	5%	Mthly	2 D.P.	AH
ENG 2.5	Roads and Pavements – Quality of maintenance repairs	93%	90%	20%	Mthly	2 D.P.	AH

April		May		June	
Figures	%	Figures	%	Figures	%
<u>458</u>	100.00%	<u>482</u>	100.00%	<u>467</u>	98.94%
458	G	482	G	472	G
<u>8</u>	100.00%	<u>10</u>	100.00%	<u>7</u>	100.00%
8	G	10	G	7	G
<u>285</u>	99.30%	<u>304</u>	99.02%	<u>298</u>	98.35%
287	G	307	G	303	G
<u>20275</u>	99.98%	<u>22526</u>	99.98%	<u>24146</u>	99.98%
20280	G	22531	G	24151	G
<u>58</u>	100.00%	<u>75</u>	97.40%	<u>76</u>	97.44%
58	G	77	G	78	G

Category 1 PI's

KPI ref	Definition	Expected	Min	Weighting	Frequency	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.	91%	86%		Mthly	2 D.P.	AH
ENG 1.3	Roads and Pavements – Percentage of pothole and footpath enquiries inspected within 3 working days	85%	75%		Mthly	2 D.P.	AH

April		May		June	
Figures	%	Figures	%	Figures	%
<u>1110</u>	100.00%	<u>1018</u>	100.00%	<u>954</u>	100.00%
1110	G	1018	G	954	G
<u>226</u>	92.62%	<u>218</u>	87.20%	<u>308</u>	95.36%
244	G	250	A	323	G
<u>95</u>	92.23%	<u>106</u>	86.89%	<u>84</u>	95.45%
103	G	122	G	88	G

Engineering Action Plan Dashboard 2020/21

ACTION PLANS

KPI ref	Definition	Frequency	Owner
AP ENG 1	Support, review and inspected update the Transport Strategy and associated supporting documents	Quarterly	CT/DM
AP ENG 2	Undertake an exercise to produce an updated speed limit consolidation order and conduct an audit of existing signs and road markings associated with these speed limits across the borough to ensure they are compliant with the necessary legal orders	Quarterly	NS/SL
AP ENG 3	Produce Sign Policy and Guidance Document	Quarterly	NS/SL
AP ENG 4	Road Marking Condition Assessment and Asset Inventory Collection	Quarterly	AH
AP ENG 5	Review of Highway Policies – 1) Overhanging Vegetation 2) Road Traffic Accidents	Quarterly	AH
AP ENG 6	Electric Vehicles	Quarterly	SL

April		May		June		Q1	
Figures	%	Figures	%	Figures	%	Figures	%
-	G	-	G	-	G	-	G
-	G	-	G	-	G	-	G
-	G	-	G	-	G	-	G
-	G	-	G	-	G	-	G
-	G	-	G	-	A	-	A
-	G	-	G	-	G	-	G

Regulatory Services KPI Dashboard Q1 2021/22

KPI ref	Definition	Methodology (where applicable)	Expected	Min	Weighting	Frequency	Accuracy	Owner
PLG 2.1	Planning - % major applications determined on time	On time -	95% sliding scale	90% sliding scale	20%	Quarterly	Whole number	JP
PLG 2.2	Planning - % minor applications determined on time		96%	90%	20%	Quarterly	Whole number	JP
PLG 2.3	Planning - % other applications determined on time		96%	92%	20%	Quarterly	Whole number	JP
PP 2.1	Public Protection - Persistent Environmental Health complaints in relation to domestic or business premises		100%	95%	15%	Mthly	Whole number	JL
PP 2.2	Public Protection - Broadly Compliant Food Establishments		90%	86%	10%	Annual	2 D.P.	JL
BC 1.4	Building Control - Building Regulations decisions issued within statutory target dates		77%	62%	15%	Mthly	1 D.P.	AW

April		May		June		Q1	
Figures	%	Figures	%	Figures	%	Figures	%
<u>28</u>	100%	<u>29</u>	100%	<u>28</u>	100%	<u>28</u>	100%
28	↑	29	↑	28	↑	28	G
<u>120</u>	98%	<u>127</u>	98%	<u>127</u>	99%	<u>127</u>	99%
122	↑	129	↑	128	↑	128	G
<u>720</u>	99%	<u>759</u>	99%	<u>790</u>	99%	<u>790</u>	99%
730	↑	769	↑	800	↑	800	G
<u>2</u>	100%	<u>5</u>	100%	<u>2</u>	100%	-	
2	G	5	G	2	G	-	
<u>1311</u>	93%	<u>1312</u>	93%	<u>1324</u>	93%	-	
1409	G	1407	G	1420	G	-	
<u>33</u>	85%	<u>24</u>	41%	<u>18</u>	46%	-	
39	G	59	R	39	R	-	

Following the Failure of BC1.4 in May and June a remediation plan was submitted to the Council as required under the contract. The KPI has been corrected from July on.

Regulatory Services PI Dashboard Q1 2021/22

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KPI ref	Definition	Expected	Min	Frequency	Owner	
PLG 1.1	Planning - % appeals contrary to officer decision	28%	32%	Mthly	Whole number	JP
PLG 1.2	Planning - % discharge of conditions determined on target	80%	74%	Mthly	Whole number	JP
PLG 1.3	Planning - % minor pre application enquiries responded to in time	91%	86%	Mthly	Whole number	JP
PLG 1.4	Planning - % stage 1 major pre-applications responded to in 5 weeks	80%	70%	Mthly	Whole number	JP
PLG 1.5	Planning - % Committee decisions made contrary to Officer advice	10%	15%	Mthly	Whole number	JP
PLG 1.6	Planning - % enforcement cases enforcement cases closed within target	85%	75%	Mthly	Whole number	JP
BC 1.1	Building Control - % of requests for site inspections responded to within target	98%	95%	Mthly	1 D.P.	AW
BC 1.2	Building Control - % of requests for dangerous structures assessment response to within target	100%	95%	Mthly	1 D.P.	AW
BC 1.3	Building Control - % market share against private sector competition	75%	70%	Mthly	1 D.P.	AW
REG 1.1	Regulatory Services - Customer Satisfaction Rating	80%	80%	Mthly	1 D.P.	all

April		May		June	
Figures	%	Figures	%	Figures	%
<u>3</u>	27%	<u>4</u>	33%	<u>4</u>	40%
11	G	12	R	10	R
<u>118</u>	95%	<u>114</u>	95%	<u>115</u>	95%
124	G	120	G	121	G
<u>180</u>	99%	<u>187</u>	99%	<u>192</u>	99%
182	G	189	G	194	G
<u>12</u>	86%	<u>10</u>	83%	<u>10</u>	83%
14	G	12	G	12	G
<u>6</u>	10%	<u>7</u>	12%	<u>7</u>	12%
59	G	60	A	59	A
<u>413</u>	93%	<u>434</u>	94%	<u>436</u>	94%
444	G	464	G	466	G
<u>472</u>	100%	<u>512</u>	100%	<u>363</u>	100%
472	G	512	G	364	G
<u>12</u>	100%	<u>5</u>	100%	<u>3</u>	100%
12	G	5	G	3	G
<u>135</u>	81%	<u>100</u>	75%	<u>113</u>	87%
166	G	134	G	130	G
<u>538</u>	85%	<u>1215</u>	85%	<u>2190</u>	84%
630	G	1430	G	2610	G

Schedule 10 Commitments - April – June 2021

ASP Objective 21/22	Q1 achievements
<ul style="list-style-type: none"> Provide quarterly updates on all filled vacancies with key information including: employment status (i.e. employed/unemployed), internal/external, postcode, source of recruitment, ex - service etc 	<ul style="list-style-type: none"> ✓ 7 x new starters ✓ 2 x unemployed ✓ 1 x ex- services ✓ All 7 vacancies were filled externally
<ul style="list-style-type: none"> Provide financial investment/sponsorship to SME's as well as other non financial support i.e. pro bono support 	<ul style="list-style-type: none"> ✓ £3040 spent on vouchers at Longsands Fish Kitchen for staff to spend as a thank you for 2020/21 ✓ Through the supply chain, Capita engaged with Tarmac and Roadline to re-surface Meadowell Connected's car park
<ul style="list-style-type: none"> Provide support to a local charity linked to ex-service personnel including financial support. 	<ul style="list-style-type: none"> ✓ Anthony Hewitt remains Chair of the Trustee Board at Forward Assist ✓ Over £800 was donated from staff fundraising plus matched funding from Capita
<ul style="list-style-type: none"> Ensure we support the local community with a minimum of £2,500 donation and 500 volunteering hours 	<ul style="list-style-type: none"> ✓ Capita has a target of donating 1000 hours in 2021/22 – currently 247.5 hours ✓ Donations to the local community from Capita is currently £5040 plus £1750 to support STEM in the North East
<ul style="list-style-type: none"> Record investment for all training and development including apprenticeships, graduate training and professional development 	<ul style="list-style-type: none"> ✓ Current Investment is on track against target

Schedule 10 Commitments - April – June 2021

ASP Objective 21/22	Q1 achievements
<ul style="list-style-type: none"> Join, and remain a member, of the NTLT for the duration of the NTC partnership. Apply for membership in 2012 and each year thereafter. 	<ul style="list-style-type: none"> ✓ Capita continues to be a member of NTLT and committed to sponsor 2 NTLT Star Awards. ✓ NTLT will let Capita know when a place becomes available on the NTLT Board.
<ul style="list-style-type: none"> Provide a minimum of four work experience placements each year. 	<ul style="list-style-type: none"> ✓ 1 x Career Development Placement (Civil Engineering) with Newcastle University ✓ 1 x Year 10 student from George Stephenson High School started a placement (1 x day per week for a month) in Engineering
<ul style="list-style-type: none"> Support STEM events at two primary and two secondary schools each year. 	<ul style="list-style-type: none"> ✓ Due to COVID, Primary Schools have been reluctant to engage virtually and would prefer face to face ✓ Supported 2 x EDT: Bronze Projects with Norham High School ✓ Supported Whitley Bay High School with Career Routes in Planning Workshops with Sixth Form Students
<ul style="list-style-type: none"> To nominate two employees to become Foundation Governors at local schools over the lifetime of the Partnership. 	<ul style="list-style-type: none"> ✓ We have 4 x school governors – 3 x Primary Schools in NT and 1 x Secondary School in NT – we have been working with NTLT to promote the increasing vacancies that have due to COVID.
<ul style="list-style-type: none"> Support a minimum of one secondary school in North Tyneside to participate in the Engineering Education Scheme. 	<ul style="list-style-type: none"> ✓ Delivered and completed the Gold Project (formally EES) to sixth form students at George Stephenson High School. Sponsored an award (£500) and supported to assess the presentations.

Schedule 10 Commitments - April – June 2021

ASP Objective 21/22	Q1 achievements
<ul style="list-style-type: none"> Support curriculum development and provide a minimum of 2 sponsorships, 2 placements and 2 technician or graduates places per annum 	<ul style="list-style-type: none"> ✓ Made an offer to 1 x Graduate in Building Surveying (starts in July) ✓ Made a commitment to support a Year Out Placement in Engineering Design (starts August) and a Year Out Placement in Planning (starts in July)
<ul style="list-style-type: none"> A minimum of three long term unemployed people supported to develop personal and employability skills to secure employment 	<ul style="list-style-type: none"> ✓ Capita is supporting the Business in the Community BOOST Programme, aimed at Job Seekers. The scheme provides trained Capita mentors to job seekers for monthly sessions around their employability and skills. We have 8 trained mentors supporting job seekers in the North East ✓ Been engaging with Barnados and Moving on Tyne and Wear about their programmes and how we can become involved
<ul style="list-style-type: none"> Promote Women in STEM through various initiatives 	<ul style="list-style-type: none"> ✓ 2 x females in Engineering delivered a workshop to female students at Norham High School to support Women in Engineering Day ✓ Committed to support the Girls Network in 2021/22 with Norham High School ✓ 56% of our board are female and are all in STEM related roles.
<ul style="list-style-type: none"> A minimum of three students/NEET people supported to develop personal and employability skills to secure employment or start a business 	<ul style="list-style-type: none"> ✓ Our Kickstart Placement in Construction was NEET ✓ Been engaging with Barnados and Moving on Tyne and Wear about their programmes and how we can become involved

Schedule 10 Commitments - April – June 2021

ASP Objective 21/22	Q1 achievements
<ul style="list-style-type: none"> Support with a minimum of one placement per year for a student aged 16-24 with learning difficulties or special learning needs. 	<ul style="list-style-type: none"> ✓ Offered a placement to a student doing a Foundation Placement with Tyne Met College but due to restrictions, the placement is on hold and will be reviewed in Sep 2021
<ul style="list-style-type: none"> Recruit a minimum of 2 x Kickstart placements per year (or an equivalent government employability initiative) 	<ul style="list-style-type: none"> ✓ 1 x Kickstart Placement (Haydn Porritt) has started in our Construction Team in April ✓ Made an offer for a second Kickstart placement in Construction (to start in July) ✓ Advertising for a Kickstart placement in Planning
<ul style="list-style-type: none"> Uphold the commitments of the Armed Forces Corporate Covenant, Support reservists in their commitments to active duty and training, offer up to 10 days special leave to complete training commitments. Capita to continue to have a presence at the North Tyneside Armed Forces Forum. 	<ul style="list-style-type: none"> ✓ David Daglish continues to represent Capita at the Armed Forces Forum ✓ Capita has 1 x Reservist in the Parking Team – recently requested 10 x days special leave (annual deployment exercise) for August/September
<ul style="list-style-type: none"> Recruit a minimum of 3 x new apprentices per year and support 2 x staff per year to upskill through an apprenticeship/qualification 	<ul style="list-style-type: none"> ✓ Made an offer 1 x Quantity Surveying Apprentice to start in July, qualification would be studied at Northumbria University starting in September 2021 ✓ Katie Gallagher who completed her Customer Services Apprenticeship will start her Surveying apprenticeship in September 2021

Schedule 10 Commitments - April – June 2021

ASP Objective 21/22	Q1 achievements
<ul style="list-style-type: none"> As a minimum all staff working towards qualifications/professional development to become a STEM Ambassador, equating to two volunteering events per year 	<ul style="list-style-type: none"> ✓ We have 29 registered STEM Ambassadors and should have a minimum of 45 registered. Working with Heads of Service and STEM to update our records and get people registered and recording their events ✓ STEM refresher inductions are taking place to remind people of the commitment they need to make and the benefits to all ✓ Sponsored the North East STEM Awards and the Best Overall STEM Solution Award with EDT
<ul style="list-style-type: none"> Maintain Investors in People 	<ul style="list-style-type: none"> ✓ Maintained in March 2021, Silver accreditation – next review in March 2022 ✓ Review for “We invest in our apprentices” will be in November 2021
<p>Page 41</p> <ul style="list-style-type: none"> Maintain Better Health at Work Award (5 x Campaigns per year) 	<ul style="list-style-type: none"> ✓ Maintained BHAW (Maintaining Excellence) in January 2021 and next review is November 2021. Current campaigns are: <ul style="list-style-type: none"> - Mental Health Ally Programme - Wellbeing Wednesdays - COVID Campaigns/ - Move it/Steps Campaign (Sep 2021) - Level Saving Campaign
<ul style="list-style-type: none"> Cross Cutting AP Comment (Norham HS and Percy Main Primary School) 	<ul style="list-style-type: none"> ✓ All progressing, no areas of concern to report other than COVID is restricting Primary School programmes due to face to face programmes. Pledged to support £2000 to each school in relation to digital, STEM or mental health programmes ✓ Jen Chamley, our Responsible Business Lead is a North East LEP Enterprise Advisor with Norham High School, Margie Burdis continues to be a School Governor with Norham High School and David Wall continues to be a School Governor with Percy Main Primary School.



Working in partnership with



Overview, Scrutiny & Policy Development Committee

8th November 2021

Capita Q1 business update

Margie Burdis