



North Tyneside Council

Overview, Scrutiny & Policy Development Committee

Tuesday, 22 November 2022

Wednesday, 30 November 2022 0.02 Chamber - Quadrant, The Silverlink North, Cobalt Business Park, North Tyneside, NE27 0BY **commencing at 6.00 pm.**

Agenda Item	Page
<p>1. Apologies for Absence</p> <p>To receive any apologies for absence.</p>	
<p>2. Appointment of Substitute Members</p> <p>To be notified of the appointment of any Substitute Members.</p>	
<p>3. Declarations of Interest and Dispensations</p> <p>You are invited to declare any registerable and/or non registerable interests in matters appearing on the agenda, and the nature of that interest.</p> <p>You are also invited to disclose any dispensation in relation to any registerable and/or non-registerable interests that have been granted to you in respect of any matters appearing on the agenda.</p> <p>Please complete the Declarations of Interests card available at the meeting and return it to the Democratic Services Officer before leaving the meeting.</p>	
<p>4. Minutes</p> <p>To confirm the minutes of the meeting held on 10 October 2022.</p>	5 - 10
<p>5. Annual Report of the Elected Mayor</p>	
<p>6. Efficiency Savings Programme 2022/23 Quarter 2 Progress Report</p> <p>To receive an update on the Quarter 2 position of key 2022/23 projects and business cases within the overall Efficiency Savings Programme.</p>	11 - 34

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
7. Technical Services Partnership Performance Update Report To receive an update on the performance of the Technical Services Partnership.	35 - 104
8. Exclusion Resolution 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 the Schedule 12A to the Act.	
9. Technical Services Partnership - Financial Information	105 - 108
	Circulation overleaf ...

Members of the Overview, Scrutiny & Policy Development Committee

Councillor Mrs Linda Arkley OBE
Councillor Julie Cruddas
Councillor Muriel Green
Councillor Janet Hunter (Chair)
Councillor Jim Montague
Councillor Erin Parker-Leonard
Councillor Willie Samuel
Councillor Matt Wilson

Councillor Debbie Cox
Councillor Davey Drummond
Councillor Margaret Hall (Deputy Chair)
Councillor Joe Kirwin
Councillor Andy Newman
Councillor Matthew Thirlaway
Councillor Judith Wallace

Ms Fiona Burton, Parent Governor Representative
Mr Stephen Fallon, Church Representative
Rev Michael Vine, Church Representative

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Overview, Scrutiny & Policy Development Committee

Monday, 10 October 2022

Present:

Councillors L Arkley, D Cox, J Cruddas, M Hall, J Kirwin,
J Montague, A Newman, M Thirlaway, W Samuel,
M Wilson, Burton, Rev M Vine, P Earley, B Burdis,
M Murphy and G Westwater

In attendance:

Ms F Burton - Parent Governor Representative
Rev M Vine – Church Representative
Councillor C Johnson – Deputy Mayor

Apologies:

Councillors D Drummond, M Green, Janet Hunter,
E Parker-Leonard, J Wallace and
S Fallon – Church Representative

OV8/20 Appointment of Substitute Members

Pursuant to the council's constitution the appointment of the following substitute Members was reported:

Councillor M Murphy for Councillor D Drummond
Councillor P Earley for Councillor M Green
Councillor B Burdis for Councillor E Parker-Leonard
Councillor G Westwater for Councillor J Wallace

OV9/20 Declarations of Interest and Dispensations

Councillor Julie Cruddas declared a non-registerable personal interest in Items 6 & 7. She is a Director of Justice Prince Community Interest Company.

Councillor Martin Murphy declared a non-registerable personal interest in Items 6 & 7. He has a family member who is employed by the Council

Councillor Matthew Thirlaway declared a non-registerable personal interest in Item 4, 5, 6, 7. He has a family member who is employed by the Council.

Councillor Matthew Thirlaway declared a non-registerable personal interest in Item 8. He is employed by a social care provider.

Councillor Peter Earley declared a registerable personal interest in Item 8. He is a Trustee of the North Tyneside Carers Centre.

OV10/20 Minutes

Resolved that the minute of the meeting held on 13 June 2022 be agreed.

OV11/20 2023- 2027 Financial Planning and Budget Process incorporating the Associated Engagement Strategy

The Committee received a report that outlined the process that was to be adopted for the Authority's Financial Planning and Budget Process for 2023/24 and its proposed framework for four years to 2026/27.

The report set out information in relation to the 2023-27 Financial Planning and Budget Process, including key decisions milestones that included:

A review of the Medium-Term Financial Strategy (MTFS) and Medium-Term Financial Plan (MTFP).

- Development of the detailed General Fund and Housing Revenue Account Budgets for 2023/24.
- An update of the Investment Plan and the Treasury Management Strategy, and
- The Budget Engagement Strategy to be adopted as part of the 2023-2027 Financial Planning and Budget process.

The Committee was informed of the process to how Budget Scrutiny would be conducted. There was to be established a Budget Sub-group of up to 10 Members with all non-executive Members to be canvassed to take part in a one full day scrutiny to take place on 1 December.

Agreed that the 2023-2027 Financial Planning and Budget Process incorporating the Associated Engagement Strategy be noted.

OV12/20 Our North Tyneside Plan 2021-2025 Performance Report

The Senior Manager - Policy, Performance and Research presented an update on progress with delivering the Our North Tyneside Plan 2021-2025.

The Committee was provided information that highlighted the work undertaken in each of the plans priorities;

A thriving North Tyneside –

The Authority was working closely with a range of partners to unlock local potential and opportunity through the delivery of projects in the three town centres, North Shields, Whitley Bay and Wallsend.

In relation to bringing good quality jobs to North Tyneside it was reported that the impact of

covid-19 has seen a 13% decrease during 2021/22 compared to the previous year.

Level 1 apprenticeships had decreased in relation to the 2021 level and was in part due to national changes, however, it was reported that an increase in Level 2 and Level 3 apprenticeships had seen during 2021.

Customer First Centres visits had reduced by 55% compared with pre-pandemic levels.

With respect to North Tyneside being a destination of choice, day visits and overnight stays had seen a reduction compared with pre-pandemic 2019. The Authority had retained its Blue and Green Flag standards in relation to its beaches and parks, with resident satisfaction consistent with previous years.

The long-term vacant dwelling in North Tyneside continued to decrease and was at its lowest level in seven years.

The Authority had worked with stakeholders to ensure that social value commitments were aligned and included into the Authority's procurement and commissioning processes to contribute to maximising environmental sustainability.

A secure North Tyneside

A concern with residents was that anti-social behaviour was perceived to be increasing and a reduction in residents feeling safe in their local area after dark. During 2022 a multi-agency North Tyneside Anti-Social Behaviour (ASB) Task Force had been established to develop and deliver a shared plan to tackle ASB as a partnership making a difference for residents, communities, visitors and businesses.

In relation to roads and pavements maintenance the majority 59% were assessed as good, however 34% of the network required maintenance and identified for improvement.

The Authority had agreed to extend its Council Tax Support and Hardship support schemes.

In relation to tackling socio-economic inequalities, there continued to be a variance in life expectancy between areas in the most and least deprived areas.

Provisional figures showed there was an increase in children living in relative low-income families and a number of initiatives that the Authority had introduced to address food poverty were highlighted.

The delivery of the Affordable Homes Programme was on track with the target of 266 homes being met in 2021/22.

A Family-friendly North Tyneside

In relation to schools 96% primary and 88% secondary schools were rated as Good.

There continued to be a high number of children subject to a child protection plan and there also was an increase in the number of contacts with Children's Safeguarding Services.

The number of Education, Health and Care Plans (EHCP) continued to increase, which had

prompted the Authority submitting a High Needs Recovery Plan to the department of Education that detailed how the Authority would reduce the funding deficit.

A caring North Tyneside.

During 2021/22, 86% people who received a short-term service during the year subsequently received either no ongoing support or support of a lower level, which was a slight improvement from 2020/21.

The Authority continued to increase fees to external social care providers that take account of the increase in the National Living Wage.

It also recognised the additional pressures on home care and extra care services and included an added element in the fee increase calculation to allow providers to pay the Real Living Wage.

The Authority continued to develop the Social Care Academy to support care providers and employees.

The number of residents presenting as homeless and being accepted as priority homeless was increasing.

The Authority continued to work with VODA as the North Tyneside Infrastructure Organisation for Voluntary, Community and Social Enterprise (VCSE) sector organisations in North Tyneside.

A green North Tyneside

The recycling rate in North Tyneside remained consistent at 38% of household waste sent for reuse, recycling and composting during 2021/22.

The Environmental Hit Squad were established in 2019 to target specific areas where litter and fly tipping and the number of fixed penalty notices issued remained consistent compared to the previous year.

£8m funding has been secured from the Green Homes Grant Local Delivery Scheme to install low carbon heating, energy efficiency measures and renewable energy systems in over 500 homes with low-household incomes and had been installed in 260 homes.

It was reported that 72.1% of adults in North Tyneside walk or cycle at least once a week, which is showing an upward trend and is slightly higher than the proportion regionally and nationally.

The carbon footprint of Authority operations had decreased by 53% against the baseline year in 2010/11, well in advance of the 2023 target of 50%.

The carbon footprint of the Borough had decreased by 47% between 2005 and 2020 and by 51% when accounting for population growth.

Members were offered the opportunity to ask questions following the presentation.

A Member questioned the how the Authority would finance and approach the provision of 5000 affordable homes. The Deputy Mayor provided an explanation of how the Affordable

Homes Programme would deliver affordable homes.

In relation to caring for people including if they become homeless it was asked what support was available to residents to help them to continue to be secure in their home. In response it was indicated that the Housing Options Service would be requested to provide a written response to the committee.

A Member praised the Authority for the continued increase fees to external social care providers to take account of the increase in the National Living Wage, however, a concern was raised that although the increased fees was being provided to providers, the increase was not in all cases being passed onto the carers as intended. In response the Deputy Mayor stated that the Authority was aware of this practice, and it would look into how to ensure the provided increased fees was received by those it was intended.

In relation to opportunities for cycling and walking a member questioned if there was a definition for what constituted walking (was this measure in distance or walking to work). The officer stated that methodology for the measure would be investigated, and a response would be provided.

In relation to libraries and leisure centres open, it was requested that a breakdown of 2021/22 library and customer services centre attendances be provided.

Agreed that (1) Our North Tyneside Plan 2021-25 Performance Report be noted; and (2) the responses relating to areas raised throughout the meeting to be provided.

OV13/20 Efficiency Savings Programme: 2021/22 Quarter 4: Progress Report

The Committee received a report that provided an update on the outturn of key 2021/22 projects and business cases within the Efficiency Savings Programme.

The financial position at 31 March 2022 showed that there was £0.007m savings had not been achieved from the £4,537 target, where £3.941m had been delivered against the overall target via project activities outlined in associated business cases. A further £1.039m was achieved as the direct result of management actions during the course of the financial year.

Agreed that the Efficiency Savings Programme 2021/22 Quarter 4 Progress Report be noted.

OV14/20 Efficiency Savings Programme: 2022/23 Quarter 1: Progress Report

The Committee received a report that provided an updated the progress of key 2022/23 projects and business cases within the Efficiency Savings Programme.

New savings were proposed for 2022/23 of £3.113m combined with £1.607m of savings targets that were agreed in prior years budget setting processes for delivery in 2022/23.

Savings targets of £2.373m within Health, Education, Care and Safeguarding (HECS) and £0.164m within Commissioning & Asset Management (C&AM) were met in 2021/22 through

Covid grants, alternative management actions or through one-year funding sources. These targets still require permanent achievement increasing the total savings brought forward from prior year business cases to £4.144m.

The overall target to achieve in 2022/23 was £7.257m and the financial position at 30 June 2022 indicated that £2.948m had been delivered against the overall target via project activities outlined in the associated business cases, with the remaining target of £4.309m to be achieved.

Agreed that the Efficiency Savings Programme 2022/23 Quarter 1 Progress Report be noted.

OV15/20 Cabinet Response to Overview and Scrutiny Home Care Study Group Report

The Committee received the response report from Cabinet to the recommendations submitted by the sub-group of the Adult Social Care, Health & Wellbeing Sub-committee to its review into Home Care Provision in North Tyneside.

Appended to the report were the actions to be taken with associated timescale for the completion of each of the recommendations.

Agreed that the recommendation response from Cabinet in relation to the work of the sub-group of the Adult Social Care, Health & Wellbeing Sub-committee to its review into Home Care Provision in North Tyneside be noted.

OV16/20 Cabinet Response to Economic Prosperity Sub-Committee Report on Green Skills for Retrofit Jobs

The Committee received the response report from Cabinet to the recommendations submitted by the sub-group of the Economic Prosperity Sub-committee to its review into Green Skills for Retrofit Jobs.

Appended to the report were the actions to be taken with associated timescale for the completion of each of the recommendations.

Agreed that the recommendation response from Cabinet in relation to the work of the sub-group of the Economic Prosperity Sub-committee to its review into Green Skills for Retrofit Jobs be noted.

Meeting: Overview, Scrutiny & Policy Development Committee

Date: 30 November 2022

Title: Efficiency Savings Programme:
2022/23 Quarter 2: Progress Report

Author: Jon Ritchie

Tel: 0191 643 5701

Service: Resources

Wards affected: All

1. Purpose of Report

The purpose of this report is to update Overview, Scrutiny & Policy Development Committee on the current progress of key 2022/23 projects and business cases within the overall Efficiency Savings Programme.

2. Recommendations

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

3. Summary

New savings were proposed for 2022/23 of £4.720m combined with £2.537m of savings targets that still required a permanent solution from previous years meaning an overall target to achieve in 2022/23 is therefore £7.257m.

The project work and the realisation of associated savings for both the new 2022/23 savings, has been broken down over the four workstreams: Digital, Data and Customer; Workforce Planning and Organisational Development; Commissioning, Procurement and Commercial; and Asset Management, and the prior year business cases broken down by the six key outcomes: Ready for School; Ready for Work and Life; Cared for, Safeguarded & Healthy; Great Place to Live, Work and Visit; Fit for Purpose Organisation; and Managing Resources.

The financial position as at 30 September 2022 is set out in the tables below.

Service	B/F Balances	2022/23 Business Cases	2022/23 Target	Projected Delivery	In Year Actions	Yet to be achieved
	£m	£m	£m	£m	£m	£m
Adults Services	0.000	0.950	0.950	0.950	0.000	0.000
Children's Services	2.373	0.850	3.223	0.223	0.000	3.000
Environment	0.000	0.520	0.520	0.520	0.000	0.000
C&AM	0.164	0.582	0.746	0.158	0.050	0.538
Resources	0.000	1.563	1.563	1.563	0.000	0.000
Central	0.000	0.255	0.255	0.255	0.000	0.000
TOTAL	2.537	4.720	7.257	3.669	0.050	3.538

- £3.719m has been delivered against the overall target via project activities outlined in associated business cases;
- £3.538m of the overall target is yet to be achieved and is contributing to the wider Authority pressure reported to Cabinet in the Financial Management Report.

4. Background Information

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

- Efficiency Savings Programme 2022/23 Update Report: Quarter 2 (attached)

Efficiency Savings Programme

2022/23
Quarter 2 Report



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Executive Summary

This is the 2022/23 Quarter 2 Progress Report summarising the delivery status of the Efficiency Savings Programme for the full year to 31 March 2023.

New savings were proposed for 2022/23 of £4.720m combined with £2.537m of savings targets that still required a permanent solution from previous years meaning an overall target to achieve in 2022/23 is therefore £7.257m.

This report shows the outcome of both the project work and the realisation of associated savings for both the new 2022/23 savings, broken down over the four workstreams: Digital, Data and Customer; Workforce Planning and Organisational Development; Commissioning, Procurement and Commercial; and Asset Management, and the prior year business cases broken down by the six key outcomes: Ready for School; Ready for Work and Life; Cared for, Safeguarded & Healthy; Great Place to Live, Work and Visit; Fit for Purpose Organisation; and Managing Resources.

The Q2 financial position at the end of September 2022, and reported to Cabinet on 28 November 2022 is set out in the tables below:

Service	B/F Balances £m	2022/23 Business Cases £m	2022/23 Target £m	Projected Delivery £m	In Year Actions £m	Yet to be achieved £m
Adults Services	0.000	0.950	0.950	0.950	0.000	0.000
Children's Services	2.373	0.850	3.223	0.223	0.000	3.000
Environment	0.000	0.520	0.520	0.520	0.000	0.000
C&AM	0.164	0.582	0.746	0.158	0.050	0.538
Resources	0.000	1.563	1.563	1.563	0.000	0.000
Central	0.000	0.255	0.255	0.255	0.000	0.000
TOTAL	2.537	4.720	7.257	3.669	0.050	3.538

- £3.719m has been delivered against the overall target via project activities outlined in associated business cases;
- £3.538m of the overall target is yet to be achieved and is contributing to the wider Authority pressure reported to Cabinet in the Financial Management Report.

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

Work Delivery		Savings Delivery		£m
Blue	All milestones complete	Blue	Full saving realised and coded in the General Ledger	0.000
Green	All milestones are forecasted to be met within timescales; no concerns about delivery of future milestones	Green	Full saving forecasted to be realised but not yet coded in the General Ledger.	2.813
Amber	Some milestones delayed and/or minor concern about delivering some future milestones	Amber	Projected shortfall in savings up to a value of £0.050m.	0.000
Red	Milestones significantly delayed and/or major concern about delivering future milestones	Red	Projected shortfall in savings in excess of £0.050m	4.444
Total Savings Target				7.257

Prior Year Business Cases

Ready for School

Continue to Redesign 0-19 Services (2022/23 target: £0.025m)

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

Savings from Full Year Effect of 2019/20 Saving
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£0.025m

A. Selling Capacity at Riverdale (£0.025m)

Savings Delivery Status

RAG	Green
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The full savings target of £0.025m was previously met only through Covid-19 grant income, and not via the original intention of generating income from selling capacity. However, there is evidence that the use of this internal provision, as opposed to the use of externally commissioned care, is significantly more cost-effective and is, therefore, avoiding significantly increased costs and the saving has been achieved.

Work Delivery Status

RAG	Green
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The demand for and sufficiency of placements for children in care will continue to be closely monitored and managed. There has not been any internal capacity in 2021/22 as a result of caring for children in North Tyneside homes, including Riverdale. This is more cost-effective than commissioning external placements, where this is appropriate, but the position will continue to be closely monitored and, where there is internal capacity, this may be sold via regional commissioning arrangements.

Ready for Work and Life

Delivering Whole System Support to Children with Additional Needs (2022/23 target: £0.400m)

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

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

Savings carried forward from 2021/22	£0.300m
Savings from Full Year Effect of 2022/23 Business Case	£0.100m

Children’s Health Funding (£0.400m)

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

Savings Delivery Status

RAG	Red
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The saving is not currently forecast to be achieved.

Work Delivery Status

RAG	Red
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Finance officers will continue to work with Cabinet, the Senior Leadership Team and other Senior officers across the Service to review the saving and look for opportunities to achieve it.

Cared for, Safeguarded & Healthy

Responding to Rising Complex Needs (2022/23 target: £0.250m)

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

Savings from Full Year Effect of 2018/19 Saving
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£0.250m

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

Savings Delivery Status

RAG	Green
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The entire savings target will be achieved. New processes and governance were implemented during 2018/19 that helped secure additional continuing health care (CHC) and S117 funding in both 2018/19 and 2019/20. The Service is continuing to work to ensure that additional funding is still possible due to the impact of Covid-19.

Therefore, whilst there are still risks, the Service has a robust and clear plan in place that has been working and as the country transitions out of the pandemic the Service is confident to report the achieved status at the end of quarter 2.

Work Delivery Status

RAG	Green
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Significant work has been undertaken. The Service identified 6 experienced staff to work as Champions. These staff, along with the case worker, have a pre-meet with the Assistant Director to discuss each individual's needs and to agree the narrative around the Authority's position at the Multi-Disciplinary Team (MDT) in relation to where a person's needs are more than incidental and ancillary to social care. Two other managers are supporting with this work. The Champion then represents the Authority at the MDT. This ensures that the Authority's position is clearly articulated and hopefully helps to build a trusted relationship with the nurse assessors. There is evidence that this has been a successful strategy. The Service had to pull this together at short notice and the hard work of the teams is noticeable and to be commended. The teams themselves

are articulating the benefit of this way of work, although it is time consuming. In addition, amendments have been made to the documentation to succinctly evidence areas of need that sit outside the Care Act domains and therefore are ineligible for social care. This not only helps evidence the Authority's position for the CCG, it helps ensure that the Authority remains Care Act compliant and does not exceed the remit of the Care Act. Work is now being extended to clients who's care needs are funded jointly by the Authority and the CCG.

A Focus on the Social Care Customer Experience (2022/23 target: £0.100m)

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

- *Continue with the highly successful case management modernisation programme, to ensure that social care payments and processing are accurate, clear and efficient; and,*
- *Make best use of the new 'My Care' portal in the initial screening and contact service gateway to support NHS and other wellbeing professional to self-serve or make online referrals; this will create more time for resident calls. The new community hubs will provide close, comfortable locations for customers to meet with social work teams and reduce the number of costly home-based visits workers currently undertake.*

Savings from Full Year Effect of 2022/23 Business Case

£0.100m

A. Social Care Customer Experience – Assistive Technology (£0.100m)

Savings Delivery Status

RAG	Green
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During 2017/18, officers worked to reduce the number of home care packages that involved two carers visiting a home, through an increased use of equipment, adaptation and technology. The Service plans to take this work further by investing in cutting-edge, modern technology which can help people do more for themselves, maintaining their independence and wellbeing. The associated financial benefit will be a reduction in the number of home care hours commissioned. The saving is currently forecast to be achieved.

Work Delivery Status

RAG	Green
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Digital Champions have been identified and a project plan has been established and implemented to cover both the operational and strategic working groups, and further work is underway to explore alternative options for achieving this saving permanently.

A Support Through Technology Strategy has been launched. This focuses on technology being at the heart of the assessment process. The use of devices to meet

identified needs is being tested. Officers are looking at ways to work with volunteers through VODA to support with shopping activity, both actual and internet shopping. Officers are also working on a pilot to introduce virtual support to individuals through existing domiciliary care providers. The next step is to incorporate this into Liquid Logic in order to capture the use of technology and track all savings.

Covid-19 has given rise to new ways of working and a greater reliance on remote technology. This has given a new range of options to further invest in assistive technology to help achieve this saving in the long term.

Leading Sector-Led Improvement (2022/23 target: £0.400m)

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

Savings from Full Year Effect of 2019/20/21 Saving	£0.300m
Savings from Full Year Effect of 2022/23 Business Case	£0.100m

Savings Delivery Status

RAG	Red
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The saving is partly achieved and there are currently other measures being explored with regards to the remaining about to be achieved.

Work Delivery Status

RAG	Red
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Finance officers will continue to work with Cabinet, the Senior Leadership Team and other Senior officers across the Service to review the saving and look for opportunities to achieve it.

Delivering our Accommodation Strategy for Social Care (2022/23 target: £0.930m)

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

and promoting independent living with specialist housing in the Borough, which is affordable now and in the longer term.

Savings from Full Year Effect of 2018/19/20/21 Saving	£0.780m
Savings carried forward from 2021/22	£0.150m

Keeping our Children in Care within the borough (£0.930m)

Savings Delivery Status

RAG	Red
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Processes to review 'high cost' placements are helping keep costs as low as possible whilst ensuring the safety of children in care, the impact of our Keeping Families Connected service evidences significant cost avoidance, and the Fostering Strategy is contributing to reduced spend on external foster placements as we increase the use of internal placements. The saving is currently not expected to be achieved.

Work Delivery Status

RAG	Red
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The rate of children in care in North Tyneside remains the lowest in the region, with North Tyneside the only local authority in the region to reduce its rate during the height of the Covid-19 pandemic, where regionally and nationally there have significant increases in the number of children entering care. Despite encouraging numbers during this period, by the end of March 2022 the Authority was seeing it's children in care numbers start to rise again. Alongside this, processes to monitor and develop plans for those children in 'high cost' placements continue to demonstrate impact in reducing spend on placements whilst keeping children safe and close to home.

The new Fostering Strategy, agreed in 2019, is continuing to have a positive impact, despite the challenging circumstances of Covid-19, with continued recruitment of new carers and reduced use of external foster placements, with reduced spend as a result. Finance officers will continue to work with Cabinet, the Senior Leadership Team and other Senior officers across the Service to review the saving and look for opportunities to achieve it.

Great Place to Live, Work and Visit

Profit from Property Development (2022/23 target: £0.005m)

This business case involves the increase in the charges made by the Authority to the Trading Companies in respect of Technical and Project Management Services by 2.5% above annual inflation.

Savings carried forward from 2021/22

£0.005m

Savings Delivery Status

RAG	Green
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The full £0.005m savings target has been achieved.

Work Delivery Status

RAG	Green
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Work has been on plan and will continue in future years year to maintain/increase profits.

10 Year Plan for Waste (2022/23 target: £0.500m)

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

The Authority has a statutory duty to make arrangements to collect household waste that is capable of being recycled. This responsibility is met primarily by providing householders in the Borough with a grey bin and collecting it at the kerbside. As part of waste operations the material is delivered to a contracted processor who is responsible for separating it and finding markets to secure value from it. The contract arrangements were re-tendered resulting in a new contract commencing with a new contractor in October 2019. This new contract will provide the Authority with efficiencies in operational costs.

Savings carried forward from 2021/22

£0.500m

Savings Delivery Status

RAG	Green
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Operational costs have been reduced and the savings have been achieved in-line with the business case.

Work Delivery Status

RAG	Green
-----	-------

The new contract commenced in October 2019. This saving has been achieved through operational changes that the Service was able to implement as a result of the introduction of the new contract, saving on fuel and vehicle costs. The Service is continuing to monitor the impact of Covid-19 on Waste. Volumes of waste collected increased during 2020/21 due to the Covid-19 restrictions that were in place and that higher level has remained during 2021/22 but this has not had an impact on the delivery of this saving.

A Fit for Purpose Organisation

How We Are Organised (2022/23 target: £1.168m)

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

Savings from Full Year Effect of 2019/20 Saving	£0.200m
Savings carried forward from 2020/21	£0.100m

A. Youth Offending and Early Help (£0.300m)

Savings Delivery Status

RAG	Red
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The original milestone was for the permanent saving to be achieved by March of the respective financial years. The saving for 2019/20 was achieved in that year through the holding of vacancies and the generation of external income from delivering services on behalf of other authorities, and the saving for 2020/21 was achieved through Covid grants, but a permanent solution is being explored for 2022/23. Whilst the target is currently only partly achieved, there are a range of temporary and permanent measures being explored that can contribute to the outstanding amount.

Work Delivery Status

RAG	Red
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Officers continue to explore the development of a new Adolescent Service, which will rationalise some existing support provided across early help and youth justice services, and we expect to lead to service efficiencies. In the meantime, vacancies continue to be held across services, as well as continuing to deliver youth justice services on behalf of another local authority, which is generating income for the service. Finance officers will continue to work with Cabinet, the Senior Leadership Team and other Senior officers across the Service to review the saving and look for opportunities to achieve it.

Savings carried forward	£0.668m
Savings 2022/23	£0.200m

B. Additional External Income (£0.700m)

Savings Delivery Status

RAG	Red
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The £0.300m target relating to external funding was achieved in 2020/21 through income received in relation to the Partners in Practice programme; the target has increased to £0.700m in 2022/23 and it is unlikely to be achieved.

Work Delivery Status

RAG	Red
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A significant amount of work continues with other local authorities, linked to the Partners in Practice programme and the income that is received for this work. North Tyneside Council has also been asked to lead work nationally to evaluate and share learning regarding the response to Covid-19 in children's services. Finance officers will continue to work with Cabinet, the Senior Leadership Team and other Senior officers across the Service to review the saving and look for opportunities to achieve it.

C. Budget Reductions (£0.168m)

Savings Delivery Status

RAG	Red
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The £0.168m target relating to legal and professional fees was met in 2019/20 through management actions and in 2020/21 only through Covid-19 grant income due to an increase in requirement for use barristers to support court proceedings relating to children. The saving is not expected to be achieved in 2022/23.

Work Delivery Status

RAG	Red
-----	-----

Work is on-going to identify a permanent solution for this savings target. Prior to the Covid-19 pandemic small savings were being realised in both areas; legal and professional fees. However, this has not been maintained during the pandemic. Finance officers will continue to work with Cabinet, the Senior Leadership Team and other Senior officers across the Service to review the saving and look for opportunities to achieve it.

Sourcing (2022/23 target: £0.020m)

The Authority is aiming to reduce its maintenance costs in respect of the Street Lighting PFI contract with SSE over each of the next three years

Savings from 2021/22	£0.020m
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Reduction in Maintenance costs to SSE (£0.020m)

Savings Delivery Status

RAG	Green
-----	-------

The planned saving of £0.020m saving has been achieved.

Work Delivery Status

RAG	Green
-----	-------

Project target achieved.

Maximising Resources

Fees and Charges (2022/23 target: £0.346m)

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

Savings from Full Year Effect of 2018/19 Saving

£0.246m

Facilities and Fair Access (£0.246m)

Savings Delivery Status

RAG

Red

The full amount of this saving has not been achieved as a result of a Cabinet decision to delay passing the increased costs to schools due to the impact of Covid-19.

Work Delivery Status

RAG

Red

Finance officers will continue to work with Cabinet, the Senior Leadership Team and other Senior officers across the Service to review the saving and look for opportunities to achieve it.

Savings from New 2020/21 Projects

£0.100m

Facilities and Fair Access (£0.100m)

Savings Delivery Status

RAG

Red

The full amount of the saving has not yet been achieved.

Work Delivery Status

RAG

Red

Finance officers will continue to work with Cabinet, the Senior Leadership Team and other Senior officers across the Service to review the saving and look for opportunities to achieve it.

2022/23 Business Cases

Digital, Data and Analytics

Using Technology to improve customer service and reduce cost (2022/23 target: £0.588m)

This proposal describes four specific areas where a change in the way the Authority uses or manages digital services could deliver financial improvements through the efficient use of technology.

Savings from New 2022/23 Projects

£0.200m

A. Core ICT Service Cost Reduction (£0.200m)

Savings Delivery Status

RAG	Green
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The full saving is expected to be achieved.

Work Delivery Status

RAG	Green
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Work is ongoing to remodel the service to ensure the saving is achieved by the end of 2022/23.

Savings from New 2022/23 Projects

£0.150m

B. Network Connectivity (£0.150m)

Savings Delivery Status

RAG	Green
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The full saving is expected to be achieved.

Work Delivery Status

RAG	Green
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Work is ongoing to review the contracts in relation to network connectivity to generate the saving required by the end of 2022/23.

Savings from New 2022/23 Projects

£0.038m

C. Schools SLA (£0.038m)

Savings Delivery Status

RAG	Green
-----	-------

The full saving is expected to be achieved.

Work Delivery Status

RAG	Green
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Work is continuing with schools to boost the numbers taking up the Authority's offer and generate the additional income required to ensure the saving is achieved.

Savings from New 2022/23 Projects

£0.200m

D. Utilising Video Technology (£0.200m)

Savings Delivery Status

RAG	Green
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The full saving is expected to be achieved.

Work Delivery Status

RAG	Green
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Work is ongoing to generate the saving expected from utilising video technology more efficiently across the organisation to achieve the required efficiency.

Commissioning, Procurement and Commercial

Fees and Charges (2022/23 target: £0.100m)

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

Savings from New 2022/23 Projects

£0.100m

Facilities and Fair Access (£0.100m)

Savings Delivery Status

RAG

Red

The saving is currently partly achieved but there are currently other measures being explored.

Work Delivery Status

RAG

Red

Finance officers will continue to work with Cabinet, the Senior Leadership Team and other Senior officers across the Service to review the saving and look for opportunities to achieve it.

Commercial arrangements (2022/23 target: £0.975m)

This proposal will reduce additional costs associated with contracts and review the Authority's supply chain.

Savings from New 2022/23 Projects

£0.500m

A. Commercial arrangements with Adults and Children's Services (£0.500m)

Savings Delivery Status

RAG

Red

The saving is currently partly achieved and there are currently other measures being explored for the remaining amount.

Work Delivery Status

RAG

Red

Finance officers will continue to work with Cabinet, the Senior Leadership Team and other Senior officers across the Service to review the saving and look for opportunities to achieve it.

Savings from New 2022/23 Projects

£0.375m

B. Commercial contract reviews (£0.375m)

Savings Delivery Status

RAG

Green

The full saving is expected to be achieved.

Work Delivery Status

RAG	Green
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The Authority's contracts with Equans and Capita along with other non-strategic contracts have been reviewed and there is confidence that the work being performed post-review will generate the required saving.

Savings from New 2022/23 Projects

£0.100m

C. Supply Chain (£0.100m)

Savings Delivery Status

RAG	Red
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The full amount of the saving is not yet achieved and measures are currently being explored.

Work Delivery Status

RAG	Red
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Work is underway to review each contract and ensure it is fit for purpose. The current expectation is for part of the £0.100m to be achievable in 2022/23 although work is on-going to try and ensure the full target is met.

Direct Delivery of Services (2022/23 target: £0.100m)

This proposal will ensure efficiencies and service improvements are made by delivering the Home to School transport service internally, promoting independence and quality of provision and ensuring that those who require the service have this as needed.

Savings from New 2022/23 Projects

£0.100m

Home to School Transport (£0.100m)

Savings Delivery Status

RAG	Red
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The saving is not currently expected to be achieved but there are currently other measures being explored.

Work Delivery Status

RAG	Red
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Finance officers will continue to work with Cabinet, the Senior Leadership Team and other Senior officers across the Service to review the saving and look for opportunities to achieve it.

Meeting needs differently (2022/23 target: £0.400m)

This proposal will deliver savings by seeking to reduce demand on the current provision of residential care. Also by reducing the high-cost care packages for adults with learning disabilities through the use of digital technology to support independent living.

Savings from New 2022/23 Projects**£0.300m****A. In House Delivery (£0.300m)****Savings Delivery Status**

RAG	Red
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The full amount of the saving is not yet achieved and measures are currently being explored.

Work Delivery Status

RAG	Red
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Finance officers will continue to work with Cabinet, the Senior Leadership Team and other Senior officers across the Service to review the saving and look for opportunities to achieve it.

Savings from New 2022/23 Projects**£0.100m****B. Care Packages (£0.100m)****Savings Delivery Status**

RAG	Green
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The full saving is expected to be achieved.

Work Delivery Status

RAG	Green
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Work is ongoing to ensure the saving is achieved by the end of 2022/23.

Workforce Planning and Organisational Development

Customer Improvement Framework (2022/23 target: £0.500m)

This proposal aligns three of the Authority's existing strategies and change programmes, which aim to deliver against the ambition set out in the Our North Tyneside Plan 2021-2025 and will result in efficiencies through increased digital adoption, workforce realignment and reduction in the overall workforce establishment.

Savings from New 2022/23 Projects

£0.500m

Customer Improvement Framework (£0.500m)

Savings Delivery Status

RAG

Green

The full saving is expected to be achieved.

Work Delivery Status

RAG

Green

A programme of work is being carried out to improve our customer framework, creating a more efficient service and generate cashable efficiencies as a result.

Workforce Development (2022/23 target: £0.100m)

This proposal is around workforce development and links closely with the Customer Service Framework to deliver fit for purpose pay and terms and conditions for employees, fit for purpose teams which maximise efficiency and reduce duplication of effort and future opportunities for employment within the authority with potential for pool arrangements which minimise costs.

Savings from New 2022/23 Projects

£0.100m

Alternative to Agency (£0.100m)

Savings Delivery Status

RAG

Green

The full saving is expected to be achieved.

Work Delivery Status

RAG

Green

Work in this area is being led by Human Resources & Organisational Development, reviewing our pay policies and terms and conditions and it is currently forecast to be on track to deliver the required savings by year end.

Asset Management

Cost of Borrowing (2022/23 target: £0.250m)

The Authority's projected cash flow requirements, debt maturity structure and interest rate projections will be reviewed to optimise the revenue implications of borrowing.

Savings from New 2022/23 Projects

£0.250m

Reduction to cost of borrowing (£0.250m)

Savings Delivery Status

RAG

Green

The full saving is expected to be achieved.

Work Delivery Status

RAG

Green

The Authority's treasury management strategy is anticipated to allow this saving to be achieved by year end.

Energy Management (2022/23 target: £0.100m)

The Authority will undertake a targeted proactive approach to reducing the usage of energy with a greater synergy to the Carbon Reduction programme also being explored.

Savings from New 2022/23 Projects

£0.100m

Energy Management (£0.100m)

Savings Delivery Status

RAG

Red

The saving is not currently expected to be achieved but there are currently other measures being explored.

Work Delivery Status

RAG

Red

Finance officers will continue to work with Cabinet, the Senior Leadership Team and other Senior officers across the Service to review the saving and look for opportunities to achieve it, in the face of rising inflationary pressures in the energy market.

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Meeting: Overview, Scrutiny & Policy Development Committee

Date: Wednesday 30 November 2022

Title: Technical Services Partnership – Capita Update

Authors: Jonathan Ellis, Acting Partnership Director (Capita)	Tel: (0191) 643 6416
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Service: Commissioning and Asset Management

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 partner Capita Property & Infrastructure Limited ('Capita'). The partnership with Capita delivers a range of technical services for the authority.

The purpose of this report is to present the year end performance outturn for the partnership for the 2021-22 and follows approval by the established partnership governance arrangements.

2. Recommendations

Committee is recommended to:

- a) Consider the service delivery performance outturn for the year ended 2021-22, presented in **Appendix 1**,
- b) Note the partnership annual review statement for 2022 presented in **Appendix 2**, and
- c) Consider the financial performance outturn for the year ended 2021-22, presented in **Appendix 3**.

3. Details

3.1 Background

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

In January 2019 Cabinet responded to recommendations from Committee following examination of the partnership by a 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 to Committee.

This report presents the year end performance outturn for the partnership for the financial year 2021/22 following approval by the established partnership governance arrangements.

3.2 Managing performance

The authority monitors performance of the partnership on a regular basis. Capita are required to meet a series of important performance milestones for each service they deliver on behalf of the authority and deliver against agreed performance indicators.

These performance indicators are divided into,

- **Category 1 PIs** – these are not linked to the payment mechanism but are designed to monitor operational performance
- **Category 2 KPIs** - these are linked to the payment mechanism to reflect their importance and lead to contractual penalties if they are not met.

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 bi-monthly basis and Strategic Partnering Board (SPB) on a bi-annual basis.

In addition to the performance indicators, for each of the service areas there are several action plans that are delivered and monitored in the same way along with financial performance. And there are partnership-wide ('cross-cutting') action plans aimed at assisting the authority to deliver the objectives of the Our North Tyneside Plan.

Service delivery performance is attached as **Appendix 1** and to this report. Financial performance is attached as **Appendix 3** to this report.

3.3 Forward Look

At its meeting in March, Committee were advised about the development of the Annual Service Plan 2022-23 for the partnership. It has now been approved and aligns with the updated Our North Tyneside Plan 2021-25.

It focusses on a number of priority issues:

- Delivering business cases to saving and generate income
- Reviewing our enforcement
- *'We listen, We care'* supporting improvements to customer service and experience
- Delivering the agreed actions from the Year 8 benchmarking exercise
- *'Building back better after coronavirus'* - delivering social value
- Continuing the support for Norham High School
- Being environmentally sustainable – delivering a carbon reduction action plan
- Supporting the Ambition for North Tyneside regeneration strategy

At its next meeting in January Committee will receive a report on delivery against the new annual service plan, as at the end of Quarter 2. At that point performance will have been appropriately considered via the established governance arrangements, as outlined in paragraph 3.2 above.

4. **Appendices**

Appendix 1 – Technical Services partnership service delivery performance outturn 2021-22

Appendix 2 – Technical Services partnership Annual Statement 2022

Appendix 3 – Technical Services partnership financial performance outturn 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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Service Delivery Performance Outturn 2021-22

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Overview Scrutiny & Policy Development Committee

30th November 2022

Partnership Update

Jonathan Ellis

Contents

2021/22 OUT TURN

- 01. Operational Highlights
- 02. Partnership Value Add
- 03. Financial Update
- 04. People Update
- 05. Performance update



2021/22 Operational Highlights

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Some Operational Highlights 2021/22

All service areas contributed to delivery of the annual service plan:



Whitley Bay Ice Rink's owners were ordered to pay over £25,000 for asbestos offences following an Environmental Health investigation.



Flood alleviation works were completed to the rear of Otterburn Avenue in Wellfield.



Temporary road closures were introduced outside four North Tyneside schools through the School Streets initiative.



Work to strengthen Pier Road Bridge in Tynemouth was completed.



Highways and Building Control supported the council's response to the hundreds of incidents caused by the winter storms.

Some Operational Highlights 2021/22



Design, construction, communications and project management support for the regeneration of North Shields town centre and Fish Quay.

Better Health
at Work Award
Maintaining Excellence

The Partnership retained the highest status of the North East Better Health at Work Award – Maintaining Excellence.



A breakfast club, sponsored by Capita, at Percy Main Primary School, is a success.



Building Control and Highways supported the council's response to winter storms.



A target of 1,000 volunteering hours in 2021/22 has been exceeded by staff.

Some Operational Highlights 2021/22



BSI audits were passed – the Partnership holds ISOs 9001, 14001 and 45001

Protect our children's air
Please turn your engine off while waiting

Our Go Smarter team has launched North Tyneside's first anti-idling campaign.



Construction work for Bellway Homes at West Moor Roundabout.



Capita sponsored community murals to commemorate Meadow Well's progress since the 1991 riots.



Colleagues demonstrated how they provide better outcomes in videos shared with their colleagues.

Customer Service Support

In response to requests from the Cabinet Member for the Environment:



- Sixty-five engineering letter templates were reviewed and amended to ensure they aligned with the council's Customer First principles.
- A mystery shopper exercise was conducted which confirmed that, in normal circumstances, calls to the Parking Control team are dealt with in a timely manner.
- A review was undertaken of historical Members' Enquiries (ME). Although it did not identify a significant issue, a plan was put in place for continuous improvement.

2021/22 Partnership
Value-add activities

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2021/22 Highlights



The following was supported by Capita between April 2021 and March 2022:

- Capita maintained the Better Health at Work: Maintaining Excellence award
- Capita maintained the Investors in People: Silver award and the “we invest in apprentices” award
- We continue to support and build on our North of Tyne Combined Authority Good Work pledge award

- **1033** volunteering hours were donated to the local community
- Work continued with the Engineering Development Trust: Gold (George Stephenson High School) and Bronze Projects (Norham High School) with Norham winning a national award for Best STEM solution award. (£4641)

- Sponsored the Greggs Breakfast Club at Percy Main Primary School which supports over **60** students to start their day with a nutritional breakfast. Pledged to support for two years. (£2750)
- Presence on governors boards: Norham High School, Percy Main Primary School, Amberley Primary School and Forest Hall Primary School and continue to have an Enterprise Advisor from Capita at Norham High School

- **4** x staff members signed up to support local schools by mentoring students via the Boys Network
- Partnership Director invited to become Chair of Norham High School Governors

Meadowell Connected

Our strategic partnership with Meadowell Connected continued with our Partnership Director becoming Chair of the Board of Trustees.

£3750 was donated to the charity from Capita (excluding Pro Bono)

Support for Meadow Well Connected

The strategic partnership with Meadow Well Connected continued to result in positive outcomes for the charity.

Capita sponsored two colourful murals, which commemorated Meadow Well's progress during the 30 years since the area's riots of September 1991.

One mural is on a wall of the charity's Waterville Road premises and was inspired by a photograph of a thrush taken in its gardens and flowers grown in the gardens by two volunteers.

The other mural is on the back wall of the adjacent BAY Foodbank and displays the word 'Together' surrounded by bees gathering nectar. This extra-large mural can be seen by people travelling on the nearby Metro or walking on the recently planted woodland area. Both murals were created by Durham-born community mural artist Lewis Hobson.

Capita also helped the charity to find a solution for its pot-holed and unsafe car park. Capita's Commercial Manager Phil Knowles contacted Tarmac Trading Limited and Roadline (NE) Ltd who agreed to do the work at cost. They also took the time to do a minor repair to the back car park for no extra charge.

Meanwhile, Capita staff took part in a variety gardening work at the charity's premises and with the help of staff donations, around £400 was raised to help the charity provide Christmas community meals and gifts to the local community.

Pictured, from top to bottom: A mural of a thrush and flowers on Meadow Well Connected's Waterville Road premises; a second mural is on the back wall of the adjacent BAY Foodbank; and staff volunteers working in a polytunnel within the charity's grounds.



Employability

2 x Graduates

1 x Year Out Placement

2 x Apprentices

3 x Placements

2 x Kickstart Placements

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Confidential

Learning on the job with an apprenticeship



Katie Gallagher Property Apprentice

Team: Strategic Property
Apprenticeship: Level 3 Advanced Surveying Diploma
Learning provider: JACE Training
Start date of apprenticeship and duration: May 2021, lasting around two years

What attracted you to Capita?
Capita's willingness to devote time and resources to the education and career progression of its employees. As an apprentice, this is something that is really important to me.

Why did you decide to do an apprenticeship?
To gain experience working on the job as a professional alongside pursuing the qualifications that will enable me to progress in my career.

What do you most enjoy about your job/apprenticeship?
Applying the knowledge that I have developed through my apprenticeship programme to the cases that I am working on in the office. I have found particular interest in dealing with new lettings and I am always keen to improve my skillset and work alongside my colleagues on cases that I may not have had much prior experience with. I find that this helps to expand on my knowledge in certain subject areas as well as identifying my strengths and weaknesses.

What work/tasks are you working on at present?
My day-to-day task is to work alongside our surveyors with the general management of North Tyneside Council's commercial property portfolio. I particularly have the most involvement with the serviced offices. I frequently deal with new lettings, providing rental valuations, lease renewals and assisting our finance officers with the annual service charge budgets.

What are your biggest challenges?
It can be challenging to maintain a good work, study, and life balance. Learning to prioritise what needs to be done and accepting that you may not always be able to complete your tasks as quickly as you would like to.

How has Capita supported you in your apprenticeship?
I have bi-weekly meetings with my line manager and mentor to discuss any cases that I may require support with. On a less frequent basis I meet with the Learning and Development team to discuss my apprenticeship programme. I am grateful for the support that Capita provides to enable me to complete my qualifications and progress my career.

What are your future plans?
Upon successful completion of my Surveying Diploma in April 2023, I will be recognised as an Associate of the Royal Institution of Chartered Surveyors (RICS). I am very keen to then progress onto the Level 6 Real Estate Surveying qualification and become a Chartered Surveyor. I would like to use these qualifications to develop my career and take on a more advanced surveying role in the Strategic Property team.

What would your advice be for anyone considering applying for an apprenticeship?
I would recommend anyone that was thinking of applying for an apprenticeship should go for it! Apprenticeships are a great way of getting a head start in your career whilst completing a relevant qualification. The interaction that you have in the workplace allows you to gain on the job experience which you would not have this benefit if you studied full-time.

“Katie is a fantastic addition to the Strategic Property team and has impressed everyone from day one. She won an internal employee recognition award for her input and assistance with a project she supported with a local high school. Katie is extremely dedicated and continues to strive – a true asset to the team.”
Pamela McGorie, Line Manager

Ryan Garnett Construction Operative Apprentice

Team: Highways
Apprenticeship: Level 2 Construction Operations
Learning provider: Northumberland College
Start date of apprenticeship and duration: September 2020, lasting 18 months



What attracted you to Capita?
Capita provides many opportunities and the chance to progress in your career. I live in the local area and Capita has provided me with the opportunity to improve my local community.

Why did you decide to do an apprenticeship?
I decided to do an apprenticeship because I prefer more practical than academic based work. Apprenticeships offer you the opportunity to both work and learn on the job.

What do you most enjoy about your job/apprenticeship?
I most enjoy learning new things and having new challenges daily. It is a rewarding job knowing you are making a positive change within the local community. I also enjoy seeing the progress once the jobs are finished.

What work/tasks are you working on at present?
I am currently working on a project in Killingworth, outside a primary school. This involves removing and replacing the tarmac.

What are your biggest challenges?
One of the biggest challenges is working outdoors when the weather conditions are poor. Another challenge is dealing with traffic management during peak times.

How has Capita supported you in your apprenticeship?
Capita has supported me by allowing me to go over anything that I am unsure of, so I understand fully and gain more confidence. I attend college one day per week to enhance my knowledge and gain qualifications. I am encouraged to work independently and as a team.

What are your future plans?
To complete my apprenticeship and work towards becoming a supervisor. I would like to obtain my driving on-site qualifications.

What would your advice be for anyone considering an apprenticeship?
I would 100 per cent recommend it to anyone. I would advise working hard and you will reap the rewards.

“Ryan has a good attitude, good work ethic, and is willing to listen and learn. He has a bright future ahead of him.”
Steve Graham, Line Manager

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Social Value Schedule 10 commitments

Objective	RAG	Contract Commitment	Outcome
Youth Skills and Jobs	Green	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	45 x new starters, 12 x promotions, 9 x NT area, 6 x unemployed, 2 x ex service personnel
	Yellow	Provision of "entry to employment" model for work experience, apprenticeships, school leavers, graduates. Numbers included in the PI's below.	See below
Responsible Business Objectives - Youth Skills and Jobs, Diversity and Inclusion, Digital Inclusion and Sustainable Innovation	Green	Support for Small to Medium Enterprises through mentoring, advice, pro bono or investment/sponsorship.	£3040 donated to a local SME in Tynemouth and £2500 donated to the North Tyneside Business Awards. Offer made to SME's for Apprenticeship levy gifting.
Youth Skills and Jobs	Yellow	Form a Strategic Partnership with a North Tyneside Charity for Veterans, providing support through mentoring/advice, volunteering and financial support	Anthony Hewitt resigned leaving a vacancy for the Trustee Board, recently Nick Preston has taken over this position (Q1) so engagement will increase next year. .We have paid for various printing for them and donated Christmas selection boxes for children/grandchildren of veterans.
Responsible Business Objectives - Youth Skills and Jobs, Diversity and Inclusion, Digital Inclusion and Sustainable Innovation	Green	Form a Strategic Partnership with a North Tyneside Charity, donating a minimum of £2,500 per year and donate a minimum of 500 hours of volunteering to the local community per year.	1066 volunteering hours formally recorded and £14,260 in sponsorships made, £6975 in donations, £1601 donated to charity and £1900 in pro bono. Support to MWC includes Partnership Director remaining finance chair and chair of the charity.
Operating Responsibility	Green	Maintain Investors in People	Maintained Silver in 2021 and maintained We invest in Apprentices.
Diversity and Inclusion	Green	Maintain Better Health at Work Award (5 x Campaigns per year)	Maintained our Maintaining Excellence Award.

Social Value Schedule 10 commitments

Objective	RAG	Contract Commitment	Outcome
Youth Skills and Jobs		Record investment for all training and development including apprenticeships, graduate training and professional development	Investment met and included in Investment schedule
		Join, and remain a member, of the NTLT for the duration of the NTC partnership. Apply for membership in 2012 and each year thereafter.	Margie Burdis appointed as a board member of NTLT and Capita sponsored 2 x NTLT Star Awards as well as support many World of Work events with local schools.
		Provide work experience placements to Trust Schools via NTLT. Provide a minimum of four work experience placements each year.	2 x work placements completed (Network Management and Construction/Major Projects) Next year we will work with schools to promote the uptake or placements offered.
		Engage with primary and secondary schools in North Tyneside via NTLT to implement Science, Technology, Engineering and Mathematics (STEM) activities. Support STEM events at two primary and two secondary schools each year.	Delivered 2 x Engineering Development Trust: Bronze Projects and Young Enterprise: Company Programme and Women in Engineering Event to Norham High School and made a donation towards equipment for their STEM subjects including a school trip. Committed to support Percy Main Primary School with Engineering Education Scheme: Challenge Award and the planning meetings were in Q4 and donation made towards equipment for their STEM subjects.
		To support NTC Partnership employees to become a Trust School Governor. To nominate two employees to become Foundation Governors at local schools over the lifetime of the Partnership.	We have 4 x School Governors in place at local schools and we advertise vacancies quarterly. Case Study completed.
		As a minimum all staff working towards qualifications/professional development to become a STEM Ambassador, equating to two volunteering events per year	STEM inductions/refresher training took place twice in 2021 and we have a list of registered ambassadors and volunteering opportunities are shared with them quarterly by the Partnership. More work is needed to encourage the STEM ambassadors to take on more opportunities.
		To extend our existing involvement in the EDT's Engineering Education into North Tyneside. Support a minimum of one secondary school in North Tyneside to participate in the Engineering Education Scheme.	Delivered Engineering Development Trust: Gold Project to George Stephenson High School led by Network Management and Construction. Capita also supported on the judging panel.
		To support young persons and school leavers into employment through apprenticeships. Create a minimum of 30 new apprentices during the first five years of the Partnership.	Delivered within 5 years.

Social Value Schedule 10 commitments

Objective	RAG	Contract Commitment	Outcome
Youth Skills and Jobs	Green	Engage with tertiary learning providers in NT to implement training and employment opportunities. Support curriculum development and provide a minimum of 2 sponsorships, 2 placements and 2 technician or graduates places per annum	Recruited 6 x graduates and 2 x Year Out Placements from local universities.
	Grey	Engage with local providers including North Tyneside Council to support a minimum of 3 unemployed people with employability/entrepreneurship skills per year.	Due to other priorities resulting from post covid recovery it was not possible for these opportunities to be taken up on this year so it has been agreed as a deferred target
Diversity and Inclusion	Green	Promote Women in STEM through various initiatives including Women in Engineering Day, quarterly reporting of Women in STEM positions and mentoring of female students in North Tyneside. Support the WISE Group campaigns where relevant to NT.	Supported Women in Engineering Day with Norham High School and promote case studies of our Women in STEM. Hiba Wilson is on the ICE Young Persons Panel.
Youth Skills and Jobs	Grey	Engage with local providers including North Tyneside Council to support a minimum of 3 NEET's with employability/entrepreneurship skills per year.	Due to other priorities resulting from post covid recovery it was not possible for these opportunities to be taken up on this year so it has been agreed as a deferred target
Diversity and Inclusion	Green	Support with a minimum of one placement per year for a student aged 16-24 with learning difficulties or special learning needs.	3- 4 month placement via North Tyneside Council - SEND Placement with the Public Protection Team.
Youth Skills and Jobs	Green	Recruit a minimum of 2 x Kickstart placements per year (or an equivalent government employability initiative)	2 x Kickstart Placements in Highways - 1 x was offered an apprenticeship.
Diversity and Inclusion	Yellow	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 have a presence at the North Tyneside Armed Forces Forum.	Armed Forces Forum on hold at present by North Tyneside Council and 1 x reservist has taken his 10 x days for training in 2021.

Social Value Schedule 10 commitments

Objective	RAG	Contract Commitment	Outcome
		To extend our existing involvement in the EDT's Engineering Education into North Tyneside. Support a minimum of one secondary school in North Tyneside to participate in the Engineering Education Scheme.	Delivered Engineering Development Trust: Gold Project to George Stephenson High School led by Network Management and Construction. Capita also supported on the judging panel.
Diversity and Inclusion		Demonstrate commitment to support inactive Reserves and ex service personnel through development and support. Support the recruitment of Reserves.	1 x reservist has taken his 10 x days for training in 2021.
Youth Skills and Jobs		Recruit a minimum of 3 x new apprentices per year and support 2 x staff per year to upskill through an apprenticeship/qualification	3 x New Apprentices recruited with 0 x staff taking the opportunity up to upskill via the levy. Have support from HR on the resourcing calls to challenge vacancies to be apprenticeships and L&D to challenge training requests to be apprenticeships.
Youth Skills and Jobs, Diversity and Inclusion, Digital Inclusion and Sustainable Innovation		Ensure we support the local community with a minimum of £2,500 donation and 500 volunteering hours	1066 volunteering hours formally recorded and £14,260 in sponsorships made, £6975 in donations, £1601 donated to charity and £1900 in pro bono.
Operating Responsibility		Maintain Investors in People	Maintained Silver in 2021 and maintained We invest in Apprentices.
Diversity and Inclusion		Maintain Better Health at Work Award (5 x Campaigns per year)	Maintained our Maintaining Excellence Award.

Investment schedule 2021/22

Investment schedule returned a total of **£2,419,000** against a contract commitment of £2,258,000. This is currently with the Council finance team for audit.

PEOPLE £757,000

Employability sessions

Corporate parenting

STEM ambassadors

Entry to employment

Support to MWC, girls
network and forward Assist

Investors in People

PLACES £352,000

Support to Major Projects in
the borough

Support to regeneration
activity

Community Liaison support

Streetworks, pavements
and footpath activities

Support to schools and NT
learning trust

ECONOMY £1,310,000

Local employment
initiatives

Graduate and apprentice
appointments

Training and development
activities

Work with NT business
forum and SME's

People Update
2021/22

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People Update 2021/22

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£150,700 was spent on training for North Tyneside staff

13 x staff successfully completed apprenticeship qualifications

10 x staff successfully completed academic studies/professional qualifications

Mental Health Ally training continued and a new wellbeing framework, policy and standard was launched.

Launch of Reasonable Adjustment Passport and Procedure to ensure all employees have the correct support in the workplace.

Staff Focus Group was relaunched and the group support with making recommendations for the people survey action plan

New Manager Passport launched to help increase managers capabilities at all levels within the workplace

2021/22
Performance Update

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Cross Cutting Action Plans Q4 2021/22

KPI ref	Definition	Frequency	Owner
CC 1	Savings and Income	Quarterly	Partnership Director
CC 2	Enforcement review	Quarterly	Partnership Director
CC 3	We Listen, We Care - Customer Experience Programme	Quarterly	Partnership Director
CC 4	Delivery of Benchmarking Action Plans	Quarterly	Partnership Director
CC 5	Building Back Better - recovery from Covid-19 impacts	Quarterly	Partnership Director
CC 6	Support for Norham School	Quarterly	Partnership Director
CC 7	Environmental Sustainability - support to Climate Emergency	Quarterly	Partnership Director
CC 8	Supporting North Tyneside's ambitions	Quarterly	Partnership Director

January		February		March		Q4 / Annual	
Figures	%	Figures	%	Figures	%	Figures	%
-		-		-		-	
	G		G		G		G
	G		G		G		G
	G		G		G		G
-		-		-		-	
	G		G		G		G
	G		G		G		G
	G		G		G		G
-		-		-		-	
	G		G		G		G
	G		G		G		G
	G		G		G		G
-		-		-		-	
	G		G		G		G
	G		G		G		G
	G		G		G		G

Cross Cutting PI Dashboard - Q4 2021/22

Category 1 PI's

KPI ref	Definition	Expected	Min
CC 1.1	Time taken to respond to Member Enquiries	90%	90%
CC 1.2	Time taken to respond to FOI requests	90%	90%
CC 1.3	Time taken to respond to Stage 1 Corporate Complaints	90%	90%
CC 1.4	Land Charges – Time taken to respond to requests for information	90%	90%

January		February		March	
Figures	%	Figures	%	Figures	%
<u>130</u>	99.24%	<u>252</u>	97.30%	<u>265</u>	99.62%
131	G	259	G	266	G
<u>13</u>	76.47%	<u>18</u>	100.00%	<u>18</u>	94.74%
17	R	18	G	19	G
<u>5</u>	100.00%	<u>5</u>	100.00%	<u>3</u>	100.00%
5	G	5	G	3	G
<u>247</u>	100.00%	<u>176</u>	98.88%	<u>182</u>	98.91%
247	G	178	G	184	G

Property Action Plan Dashboard – Q4 2021/22

ACTION PLANS

KPI ref	Definition	Frequency	Owner
AP PROP 1	Property Blueprint	Quarterly	BD/PM
AP PROP 2	Backdated reviews - rent reviews and lease renewals	Quarterly	PM
AP PROP 3	Non-operational premises compliance	Quarterly	PM
AP PROP 4	Monitoring process of Rent reviews and Lease Renewals & Lease completions from instruction to legal	Quarterly	PM
AP PROP 5	Activities on Council Land Policy	Quarterly	PM

January		February		March		Q4 / Annual	
Figures	%	Figures	%	Figures	%	Figures	%
-		-		-		-	
	G		G		G		G
	G		G		G		G
	G		G		G		G
-	G	-	G	-	G	-	G
	G		G		G		G

Property KPI Dashboard – Q4 2021/22

Category 2 KPI's

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

January		February		March		Q4 / Annual	
Figures	%	Figures	%	Figures	%	Figures	%
-						1	100.00%
						1	G
-						1	100.00%
						1	G
38	100%	37	100%	33	100%		
38	G	37	G	33	G		

Category 1 PI's

KPI ref	Definition	Expected	Min	Frequency
PROP 1.1	% of lettings completed on time	80%	70%	Quarterly
PROP 1.2	Debt recovery actions	96%	91%	Mthly
PROP 1.3	% of properties let from the Council's commercial portfolio	75%	70%	Mthly
PROP 1.4	Strategic Property Customer Satisfaction	90%	80%	Quarterly

January		February		March		Q4 / Annual	
Figures	%	Figures	%	Figures	%	Figures	%
-						4	100.00%
						4	G
29	100.00%	38	100.00%	33	100.00%		
29	G	38	G	33	G		
201	84.81%	204	86.08%	209	86.36%		
237	G	237	G	242	G		
-						3	100.00%
						3	G

Engineering Action Plan Dashboard – Q4 2021/22

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ACTION PLANS

KPI ref	Definition	Frequ	Owner
AP ENG 1	Support, review and Freud 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

January		February		March		Q4 / Annual	
Figures	%	Figures	%	Figures	%	Figures	%
	G		G		G		G
	G		G		G		G
	G		G		G		G
	G		G		G		G
	A		A		G		G
	R		R		R		R
	G		G		G		G
	G		G		G		G

Engineering KPI Dashboard– Q4 2021/22

Category 2 KPI's

KPI ref	Definition	Expected	Min	W/t	Freq	Accuracy	Owner	January		February		March	
								Figures	%	Figures	%	Figures	%
ENG 2.1	Roads and Pavements – Percentage of routine street care safety inspections carried out on time	95%	90%	25%	Mthly	2 D.P.	AP	<u>832</u>	99.88%	<u>633</u>	100.00%	<u>175</u>	100.00%
								833	G	633	G	175	G
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.	AP	<u>10</u>	100.00%	<u>5</u>	100.00%	<u>10</u>	100.00%
								10	G	5	G	10	G
ENG 2.3	Roads & Pavements – Percentage of Cat 2 Highways defects made compliant within 10 working days	98%	96%	25%	Mthly	2 D.P.	AP	<u>159</u>	98.15%	<u>229</u>	99.13%	<u>308</u>	100.00%
								162	G	231	G	308	G
ENG 2.4	Parking - No. of PCNs correctly issued	99%	97%	5%	Mthly	2 D.P.	AP	<u>24,861</u>	99.98%	<u>25,029</u>	99.98%	<u>24,680</u>	99.98%
								24,867	G	25,034	G	24,684	G
ENG 2.5	Roads and Pavements – Quality of maintenance repairs	93%	90%	20%	Mthly	2 D.P.	AP	<u>31</u>	96.88%	<u>21</u>	52.50%	<u>40</u>	65.57%
								32	G	40	R	61	R

ENG 2.5 failure has been the subject of a warning notice and a remediation plan has been submitted in Q1 2022/23.

Engineering PI Dashboard– Q4 2021/22

Category 1 PI's

KPI ref	Definition	Expected	Min	Freq	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

January		February		March	
Figures	%	Figures	%	Figures	%
<u>779</u>	100.00%	<u>825</u>	100.00%	<u>1053</u>	100.00%
779	G	825	G	1053	G
<u>246</u>	94.98%	<u>231</u>	88.51%	<u>289</u>	91.75%
259	G	261	A	315	G
<u>114</u>	95.00%	<u>71</u>	92.21%	<u>108</u>	97.30%
120	G	77	G	111	G

Regulatory Services Action Plan Dashboard – Q4 2021/22

ACTION PLANS

KPI ref	Definition	Owner
AP PLG 1	Planning policy documents and Local Plan	JP
AP REG 1	Housing Enforcement Policy	JL
AP REG 2	Food Law Plan 2020-2022	JL
AP REG 3	Cumulative Impact Assessment	JL
AP REG 4	Review of Street Trading Scheme	JL
AP REG 5	Review of Hackney Carriage and Private Hire Licensing Policy	JL
AP REG 6	Review of Covid-19 Outbreak	JL
AP BC 1	Building Control Enforcement Procedure	AW
AP BC 2	Review of Building Control Service	AW
AP BC 3	Retention of Building Control Quality Assurance status and update to ISO9001:2015	AW

January		February		March		Q4 / Annual	
Figures	%	Figures	%	Figures	%	Figures	%
	G		G				
	G		G		G		G
	G		G		G		G
	G		G		G		G
	G		G		G		G
	G		G		G		G
	G		G		G		G
	G		G		G		G
	A		A		A		A
	A		A		A		A
	G		G		G		G

Regulatory Services KPI Dashboard – Q4 2021/22

Category 2 KPI's

KPI ref	Definition	Expected	Min	w/t	Own
PLG 2.1	Planning - % major applications determined on time	95% sliding scale	90% sliding scale	20%	JP
PLG 2.2	Planning - % minor applications determined on time	96%	90%	20%	JP
PLG 2.3	Planning - % other applications determined on time	96%	92%	20%	JP
PP 2.1	Public Protection - Persistent Environmental Health complaints in relation to domestic or business premises	100%	95%	15%	JL
PP 2.2	Public Protection - Broadly Compliant Food Establishments	90%	86%	10%	JL
BC 1.4	Building Control - Building Regulations decisions issued within statutory target dates	77%	62%	15%	AW

January		February		March		Q4 / Annual	
Figures	%	Figures	%	Figures	%	Figures	%
<u>27</u>	100%	<u>24</u>	100%	<u>23</u>	100%	<u>23</u>	100%
27	↑	24	↑	23	↑	23	G
<u>147</u>	100%	<u>148</u>	100%	<u>146</u>	100%	<u>146</u>	100%
147	↑	148	↑	146	↑	146	G
<u>832</u>	99%	<u>831</u>	100%	<u>837</u>	100%	<u>837</u>	100%
837	↑	834	↑	839	↑	839	G
<u>1</u>	100%	<u>2</u>	100%	<u>2</u>	100%	-	
1	G	2	G	2	G	-	
1361	94%	1366	94%	1368	94%	-	
1454	G	1457	G	1453	G	-	
<u>27</u>	96%	<u>33</u>	97%	<u>28</u>	100%	<u>?</u>	100.00%
28	G	34	G	28	G	?	G

Regulatory Services PI Dashboard – Q4 2021/22

Category 1 PI's

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

January		February		March	
Figures	%	Figures	%	Figures	%
<u>7</u> 18	39% R	<u>7</u> 17	41% R	<u>7</u> 16	44% R
<u>118</u> 125	94% G	<u>110</u> 116	95% G	<u>113</u> 119	95% G
<u>190</u> 193	98% G	<u>188</u> 191	98% G	<u>174</u> 177	98% G
<u>18</u> 19	95% G	<u>17</u> 18	94% G	<u>17</u> 18	94% G
<u>6</u> 61	10% G	<u>6</u> 60	10% G	<u>5</u> 61	8% G
<u>431</u> 438	98% G	<u>441</u> 450	98% G	<u>450</u> 460	98% G
<u>264</u> 264	100% G	<u>276</u> 276	100% G	<u>380</u> 380	100% G
<u>28</u> 28	100% G	<u>22</u> 22	100% G	<u>11</u> 11	100% G
<u>85</u> 103	83% G	<u>84</u> 111	76% G	<u>98</u> 127	77% G
<u>5778</u> 6830	85% G	<u>5778</u> 6830	85% G	<u>5778</u> 6830	85% G

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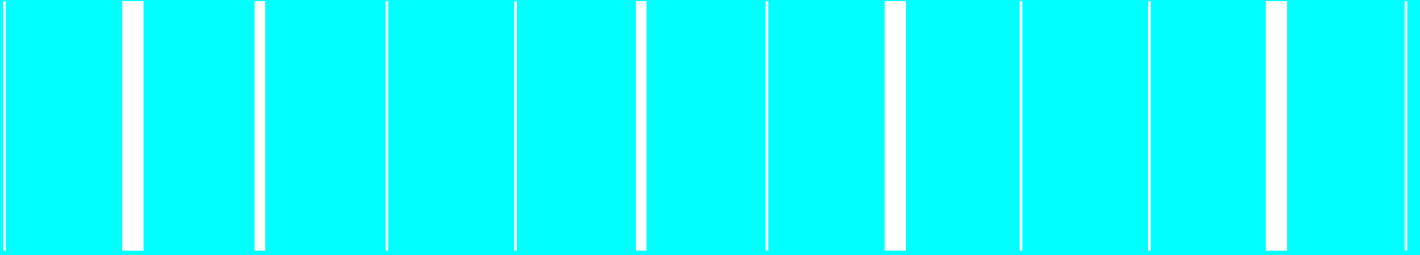
Annual Statement 2022

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North Tyneside

Annual Statement 2022







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Update from Margie Burdis, Partnership Director



Welcome to our Annual Statement, which provides a summary of the Partnership's activities in 2021/22 and outlines objectives for 2022/23.

As you'll be aware, Public Protection and Building Control services returned to North Tyneside Council early in the year. Both services achieved a huge amount in their time with us, including in 2021/22, so it seemed only right they continue feature in this year's document.

But I want to do want to acknowledge that prior to the transfer, there were some performance issues within Building Control, a contributory factor was being unable to fill a number of team vacancies. It was recognised that transferring the service back to the council could help with recruitment in a very competitive local job market.

Within our Highways team too, there was a performance issue around the quality of some footpath repairs – the team worked hard to get things back on track.

Away from the delivery of core services, a particular area of focus has been Ambition for North Shields and the Fish Quay masterplan. In some way or another, just about every team within the Partnership has been involved in this regeneration initiative. I'm hugely proud of our contribution to date on such a transformative project.

In addition, I'd like to take this opportunity to highlight the amazing volunteering efforts of our staff over the past year.

We knew how important it was to support the recovery of the borough's communities as we emerged from the pandemic – it's why we made 2021/22 our 'Year of Volunteering'. Our staff really stepped up to the challenge and helped us exceed our target of 1,000 volunteering hours.

Indeed, I also want to acknowledge the resilience and commitment of our staff for the way they have gone about their jobs and adjusted to the 'new normal'.

Finally, as you will be aware, 2021/22 is my last full-year as Partnership Director. I'm hugely grateful for all the support I received and wish the Partnership well for the future.

*Many thanks.
Margie*

Margie Burdis
Partnership Director
Capita

About the North Tyneside Partnership

On November 1, 2012, North Tyneside Council and Capita entered into a 15-year partnership for the delivery of a range of technical services with the aim of delivering cost savings, improving services and safeguarding jobs.



The Partnership's services, which are within the remit of Regeneration and Commissioning & Asset

Management:

- Engineering & Highways
- Strategic Property
- Planning



2022/23 commitments

- Make the most of opportunities for additional savings and income
- Work with the Council to develop a more holistic approach to enforcement
- Provide services shaped to customers' needs and deliver customer improvements
- Deliver action plans that have arisen from the Year Eight benchmarking exercise
- Ensure all services support the partnership commitments to drive social value
- Support Norham High School to help improve the life chances of pupils
- Contribute to the target to reduce the carbon footprint of the Council and borough
- Align services to the Ambition for North Tyneside



2021/22 strategic objectives

- Honour the no compulsory redundancies for transferring TUPE staff without prior approval of the authority
- Remain co-located with the authority in council offices
- Invest £2.341 million into the Partnership in line with the council's priorities
- Continuous service improvements measured through our performance regime
- We will generate five new jobs in year including apprentice and graduate positions
- To provide gross income/savings of £6.611million through business case delivery
- Continuous support for our charitable and other social cause commitments



In addition to these strategic objectives the Partnership will deliver:

- 2 Action Plans and 8 KPIs/PIs relating to the Property Workstream
- 5 Action Plans and 8 KPIs/PIs relating to the Engineering Workstream
- 11 Action Plans and 15 KPIs/PIs relating to the Regulatory Services Workstream
- 8 Action Plans and 4 PIs which are cross-cutting

Who is Capita?

Capita is a consulting, transformation and digital services business. Every day, our 52,000 colleagues help millions of people by delivering innovative solutions to transform and simplify the connections between government and citizens, and between businesses and customers.

Capita's North Tyneside Partnership forms part of Capita Local Public Service which, in turn, is in the Public Service division of Capita plc.

Capita Local Public Service is dedicated to making processes smarter, organisations more efficient and customer experiences better across the local government, health and education sector in the UK.

Responsible for operating all of Capita's major local, public sector partnerships,

we deliver a wide range of specialist services including IT and digital transformation, customer management, revenues, benefits, finance, infrastructure support and regulatory services, education support and back office processing.

Capita Local Public Service can also draw on specialist capabilities, such as HR, payroll and procurement from across the wider Capita group, to ensure the very best market knowledge and outcomes are achieved.

Our North Tyneside Plan 2021-25

The Our North Tyneside Plan sets out bold ambitions for making North Tyneside an even greater place to live, work and visit by 2025.

The plan outlines a vision of building a better North Tyneside, looking to the future, and listening to and working better for residents.

It focuses on five key themes that reflect residents' priorities and

will help create a North Tyneside that is thriving, family-friendly, caring, secure and green.

Service area and cross-cutting action plans have been shaped to support the Authority's priority areas of focus.

There is also an emphasis on flexibility, given the need to adapt and reprioritise when there are rapidly changing circumstances, such as with the Covid-19 response.



Improving customer service

Capita is committed to delivering good quality customer service and to supporting the Council's Customer Service Programme.



Above: Signalising West Moor roundabout and widening the circulatory. Below: A sign was erected to help explain works at the Rake Lane/Billy Mill Lane roundabout.



Capita is working closely with the Authority's Customer First Team to ensure our operations are closely aligned.

In 2021/22, Capita worked with the council to undertake a review of Engineering correspondence following feedback from the Cabinet Member for Environment. Areas of focus included:

- Improving the quality of letters to the public
- Reducing the number of Members' Enquiries reopened by councillors
- Better use of Outstanding Works on the Members' Enquiries System
- How requests for future works are recorded and managed
- A review of performance monitoring.

Additionally, a review of the Parking Strategy was

Major projects facts and figures



100% of North Tyneside major projects queries acknowledged within one working day



100% of North Tyneside major projects queries provided a full response within 10 working days



9 e-bulletins issued



13 compliments received



6,330 letters delivered to residents and businesses

undertaken. Twenty-two councillors responded to a survey about the strategy, which was followed up with three workshops.

It is set to lead to process improvements which will be introduced in 2022/23.

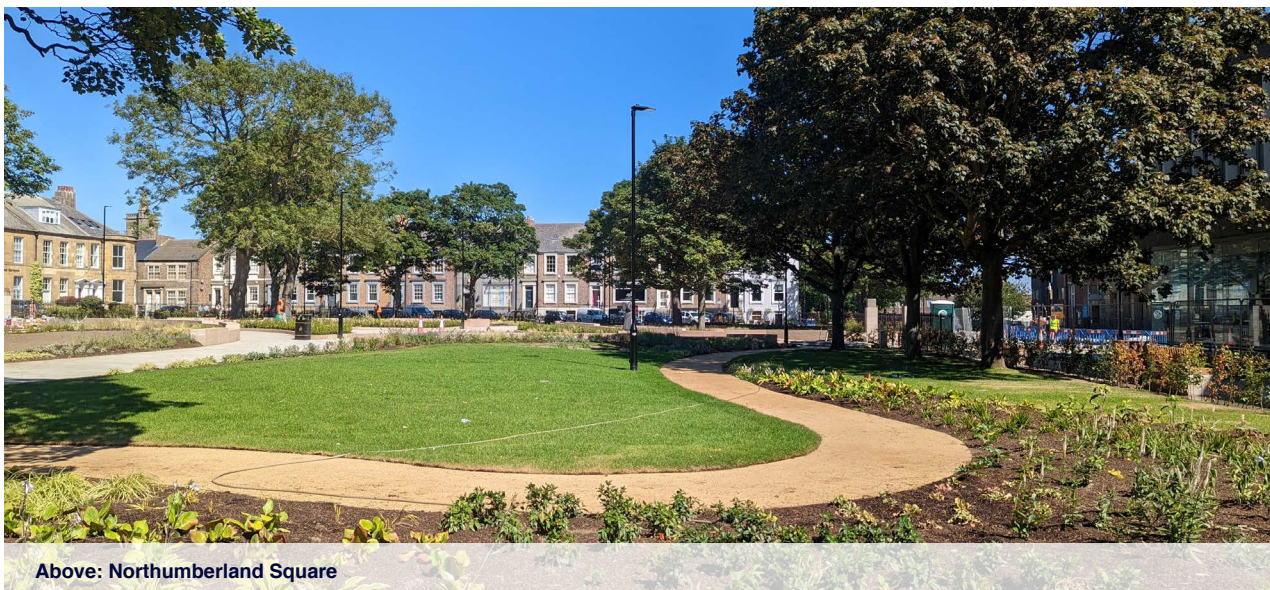
Meanwhile, the major engineering projects continued to feature performance indicators, including the time taken to acknowledge queries from the public and provide a full response.

The major engineering projects have a dedicated Communications Officer – Amy Kennedy. Schemes communicated by Amy have included works at West Moor Roundabout for Bellway Homes and at Rake Lane/Billy Mill Lane roundabout for North Tyneside Council.

Due to the quantity of future major engineering projects, an additional Communications Officer, Amy Tomlinson, has been recruited.

The Ambition for North Shields and the Fish Quay masterplan

Teams across the Partnership have been helping to make North Tyneside Council's Ambition for North Shields and the Fish Quay masterplan a reality.



The Construction team has been visibly transforming Northumberland Square and Howard Street – but there are plenty of others within Capita who are playing their part.

Communications Officer Amy Kennedy has been ensuring that residents, businesses and other key stakeholders know how the works may affect them.

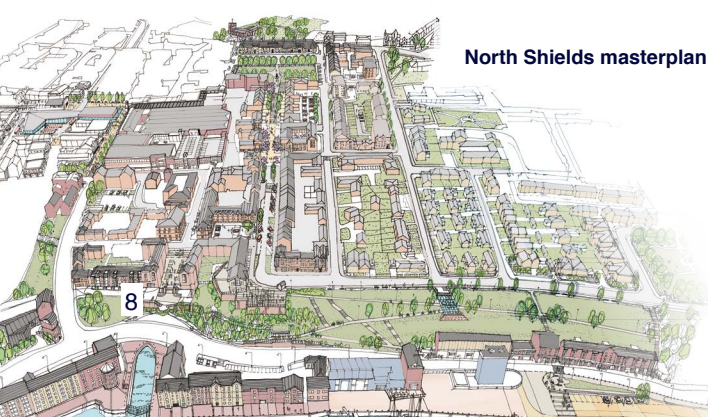
The Engineering Design team has been designing schemes, such as those for Northumberland Square and Howard Street, as well as developing business cases for applications to the government's Transforming Cities Fund.

Meanwhile, the Property team completed the purchase of the Marie Curie shop and Co-op store in Bedford Street, enabling the delivery of the transport interchange and new town square.

A report was produced for Cabinet to agree the use of compulsory purchase powers (CPOs) to acquire the former Tyne Brand factory site should it be necessary.

The Building Surveying team provided party wall surveying services for the Co-op's demolition and transport hub's construction and development of the Riverside Embankment Walkway.

Finally, Katy Middleton has been programme director for the entire project working alongside the Council's Regeneration team.



Supporting ward members

Providing a quality, efficient and effective service to elected members is a top priority for the Partnership.

Customer Service Manager Sarah Browne continued to play a key role in ensuring members receive an enhanced service.

The Customer Service Manager's responsibilities include:

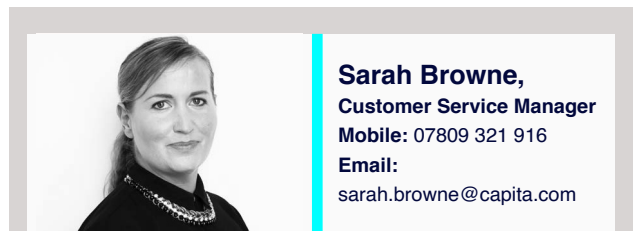
- Ensuring staff follow the Partnership's Members Service Standards
- Quality checking officers' draft responses to members' enquiries prior to upload onto the Members' Enquiries System
- Acting as a key contact/escalation point within the Partnership for elected members and internal stakeholders
- Attending ward walkabouts with elected members
- Taking ownership of issues that might otherwise fall between services areas within the Partnership
- Undertaking site visits and meeting residents who have raised a query with members to establish improved understanding of the issue
- Obtaining information for inclusion in the packs for ward members at the bi-annual briefings.

Covid-19 restrictions impacted the number of ward walkabouts Sarah was able to offer in 2021/22, however five were carried out

Fourteen face-to-face meetings were also held with members, including three with newly elected members. Over a dozen site visits were undertaken by Sarah to investigate issues that were brought to her attention

During 2021/22 Sarah worked closely with members and Authority colleagues on gully cleansing initiatives. These gully cleansing operations have received excellent feedback from members and the public

And a telephone mystery shopper exercise was carried out on phone numbers within the Parking Control and Planning/Planning Enforcement service areas. A key aim was to ensure landline numbers were working as they should, and that numbers had been forwarded to mobile phones where required. Best practice principles were subsequently shared with Heads of Service and team leaders



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Customer Service Manager
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Facts and figures



1 Guide for Elected Members – Public Rights of Way (PRoW)



4 road resurfacing programme updates



12 Members Updates



6,669 draft members' enquiries reviewed and, of those, improvements suggested to 1,152 enquiries



98 per cent of draft members' enquiries reviewed within one working day

Member feedback

An annual survey of members is carried out to understand satisfaction levels and help identify areas for improvement.

There were 13 returns compared to 18 the previous year. Findings included:

- 80% found ward walkabouts and site visits useful
- 91% were happy with the engineering information provided in the ward member briefing packs
- 92% felt the service provided by Customer Service Manager Sarah Browne was either very valuable or extremely valuable.

Supporting the community and social value

Capita made 2021/22 its 'Year of Volunteering' and through its Community 1000 campaign aimed to achieve 1,000 hours of volunteering in North Tyneside. In total, 1,033 hours were achieved.

Support for Meadow Well Connected

The strategic partnership with Meadow Well Connected continued to result in positive outcomes for the charity.

Capita sponsored two colourful murals, which commemorated Meadow Well's progress during the 30 years since the area's riots of September 1991.

One mural is on a wall of the charity's Waterville Road premises and was inspired by a photograph of a thrush taken in its gardens and flowers grown in the gardens by two volunteers.

The other mural is on the back wall of the adjacent BAY Foodbank and displays the word 'Together' surrounded by bees gathering nectar. This extra-large mural can be seen by people travelling on the nearby Metro or walking on the recently planted woodland area. Both murals were created by Durham-born community mural artist Lewis Hobson.

Capita also helped the charity to find a solution for its pot-holed and unsafe car park. Capita's Commercial Manager Phil Knowles contacted Tarmac Trading Limited and Roadline (NE) Ltd who agreed to do the work at cost. They also took the time to do a minor repair to the back car park for no extra charge.

Meanwhile, Capita staff took part in a variety gardening work at the charity's premises and with the help of staff donations, around £400 was raised to help the charity provide Christmas community meals and gifts to the local community.

Pictured, from top to bottom: A mural of a thrush and flowers on Meadow Well Connected's Waterville Road premises; a second mural is on the back wall of the adjacent BAY Foodbank; and staff volunteers working in a polytunnel within the charity's grounds.



Award for Norham students

One of two student teams mentored by Capita volunteers won first prize in a STEM (Science, Technology, Engineering and Mathematics) project.

Property Apprentice Katie Gallagher and Site Engineer Ben Hedley each mentored a team of Year Nine students at Norham High School who were taking part in the Engineering Development Trust Project's Industrial Cadet scheme at Bronze level.

They had to design homes for the future that would be environmentally friendly, but also homes that would survive the major weather events that climate change will bring.



Katie Gallagher

The pupils used industry software to create 3D models of the homes, which were built using a 3D printer.

Both teams successfully graduated from the 10-week programme, with Katie's team judged national winners of the Best STEM Solution Award, sponsored by Capita, for their house that could float.

Katie met her team on a fortnightly basis and, as well as offer insight from a surveying perspective, was able to signpost them to background information, such as the council's Local Flood Risk Management Strategy.

Meanwhile, Capita contributed £1,000 towards a festival for school leavers at Norham High School. The contribution also supported the purchase of vouchers to recognise students' achievements.

The event was for Year 11 students from 2020 and 2021 as there was no end of year assembly because of coronavirus.

Rise and dine

A Greggs Foundation Breakfast Club was launched at Percy Main Primary School thanks to Capita's sponsorship.

The club offers a free, nutritional breakfast to all children, from nursery to Year Six, to help pupils to be prepared for the day ahead.

Breakfast offerings include toast, low sugar cereal, fruit, yoghurt, juice, and milk. As well as providing a nutritious morning meal, the club aims to encourage children to enjoy themselves and engage with school staff and the education system.

Launched in 1999, the Greggs Foundation's Breakfast Club programme has grown to serve wholesome, free breakfasts to around 40,000 children every school day, at over 650 Clubs across the UK. Capita has pledged to support the club at Percy Main Primary School for two years.



A selection of the food on offer

Volunteers clean-up



Staff volunteers took part in litter picks across the borough to help North Tyneside to look its best.

Coastal clean-ups took place in all weathers in the Whitley Bay and Tynemouth areas.

Meanwhile, staff volunteers also took part in litter picks in around Silverlink Biodiversity Park.

The events were organised by Cobalt Business Park ahead of the unveiling of a memorial in the biodiversity park to remember people who died during the Covid-19 pandemic.



Jon's support for Ukraine appeal

Civil Enforcement Officer Jon Simpson came to the aid of North Shields café that was collecting donations for Ukraine.

Alina Kanishchuk and Jon Kazakrv, who run Sushi Yammi in Spence Terrace but are originally from Kyiv, launched an appeal for goods to Ukraine.

However, due to people's overwhelming generosity, the couple ended up struggling to store all the donations.

CEO Jon, who regularly uses the café, got in touch with Nixon Hire, which agreed to provide a storage container free of charge.



Our people

A total of £150,700 was spent on training for North Tyneside staff over the past year. Here are some examples of what forms that took in 2020/21 as well as the ways we provide support for staff.

Apprentices award is still shining

INVESTORS IN PEOPLE® We invest in apprentices Silver

The North Tyneside Partnership retained Investors in People's silver level 'We invest in apprentices' accreditation.

An interim assessment identified where progress has been made since gaining accreditation as well as areas for improvement. The main assessment will be held in late 2023.

We invest in apprentices organisations are committed to their apprentices, they are developing them for the benefit of the individual and the organisation, and there are clear channels of communication and support for each individual.

The Partnership has recruited 48 apprentices since it began while 36 existing staff members have upskilled via an apprenticeship.

More generally, the Partnership has held Investors in People silver level accreditation since 2020.

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.

Proud to pledge

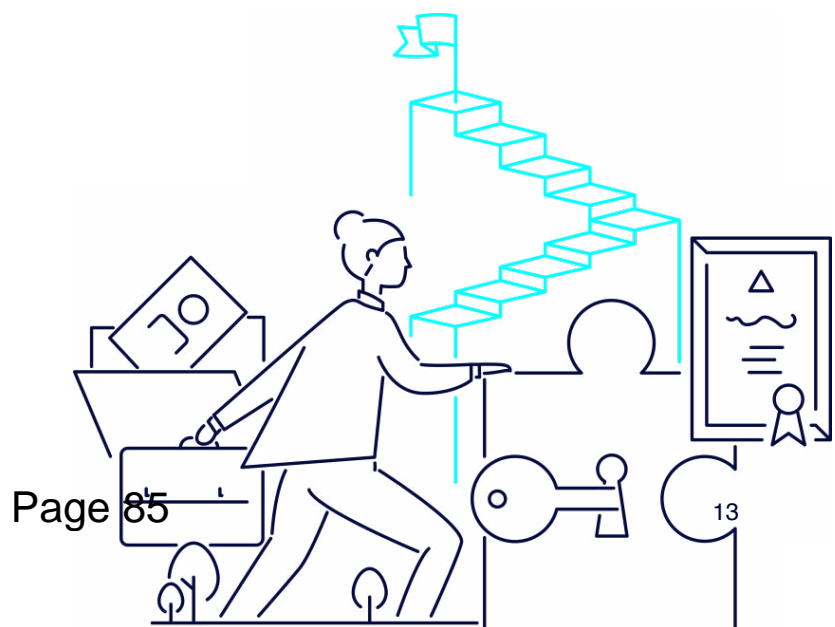
Capita continues to back the North of Tyne Combined Authority's Good Work Pledge.

The scheme recognises organisations that provide, or are working towards providing, 'good work'.

The North Tyneside Partnership was an early supporter of the scheme and has an Advanced membership level.

That's because it fulfils the pledge's five key pillars of good practice: valuing and rewarding the workforce, promoting health and wellbeing, effective communications and representation, developing a balanced workforce, and a social responsibility.

**GOOD WORK
PLEDGE** ✓
~~~~~



## In good health

**The North Tyneside Partnership was recognised for its work to improve the health and wellbeing of staff.**

It retained the highest status of the North East Better Health at Work Award – Maintaining Excellence.

This award is achieved by employers who have been engaged with the Award for long enough to have achieved a pass at all levels via the completion of a criteria document, portfolio and full workplace assessment.

The North East Better Health at Work Award, a regional partnership between the TUC, 11 North East local authorities and the NHS, is delivered by Northumbria Healthcare NHS Foundation Trust in North Tyneside.

Several staff within the North Tyneside Partnership are Mental Health Allies. Their role is to signpost



**Better Health**  
**at Work Award**  
Maintaining Excellence

colleagues towards available help and support as well as encourage open and supportive conversations. Additionally, some staff are Health Advocates whose role involves helping develop health and wellbeing initiatives. In 2021/22 these ranged sleep awareness sessions to healthy eating advice.

Meanwhile, Capita provided classes such as yoga, Pilates and meditation as well as offered access to a variety of resources through its online Wellbeing Hub.

## Train to gain

**Capita does all it can to empower its staff and to help them succeed and thrive in an environment that promotes and unites diverse perspectives.**

This can take a variety of forms, including: secondments; rotations; promotions; qualifications; individual development plans; and Continuing Professional Development (CPD).

Staff achievements included:

- 13 completed their apprenticeship qualifications
- 12 were promoted
- 10 completed their academic studies, including Business and Administration, Level: 3; Construction Technical and Professional: Occupational Work Supervision, Level: 3; Customer service practitioner, Level: 2 (Standard); Business and Professional Administration, Level: 4; Assistant accountant, Level: 3 (Standard); Chartered manager degree apprenticeship, Level: 6 (Standard); BA (Hons) Business Leadership and Management Practice; Masters in Town Planning.

## Key HR developments in 2021/22

- Launch of RISE, a programme to enhance career opportunities for under-represented groups.
- A new divisional induction to recognise new ways of working as well as ensure new starters get all the information they need.
- The new 'Manager Passport' aims to help increase the capabilities of line managers at all levels.
- Creation of a Wellbeing Framework, Policy and Standard.
- Launch of the Reasonable Adjustment Passport and Procedure to ensure all employees have the correct support in the workplace.
- Continuation of Mental Health Ally Training, which included refresher training for all existing Mental Health First Aiders.
- A new Life Leave policy removed the qualifying periods for flexible working and parental leave requests, and introduced new provisions for parental bereavement leave, fertility treatment and carers' leave.
- The Code of Conduct was relaunched and included a mandatory training module.
- Relaunch of the North Tyneside Staff Focus Group, which includes an action plan for future activity.



# Health and safety

## Priorities for 2022/23

- Embed behavioral programme for site-based staff
- Ongoing safety training, including vehicle marshal training
- Senior manager site safety tours
- Ensure Covid-19 requirements are met
- Visit of health bus for operatives' screening

## Accident statistics

All accidents

**0** Fatalities

**0** RIDDOR injury

**0** RIDDOR over 7 days

**0** RIDDOR over 3 days

**0** Lost time (up to 7 days)

**0** Lost time (Up to 3 days)

**1** Road Traffic Collision (no injury)

**2** Minor (no time lost)

**0** Dangerous occurrences

## Offices (Quadrant/Killingworth)

**0** RIDDOR

**0** NON-RIDDOR incident

**1** Road Traffic Collision (no injury)

**15** Hazards observed/removed

**5** Incidents

## Highways/Construction services

**0** RIDDOR

**0** NON-RIDDOR

**0** Road Traffic Collision (no injury)

**17** Hazards observed/removed

**15** Incidents

## Accident Frequency Rate (AFR)

**30,0124** Hours worked

**0.06** All ARR

**0** Reportable AFR

## Environmental incidents

**0** Reportable

**0** Non-reportable

# Our services & structures

Page 88



# Regulatory Services

- Delivery of the local authority's statutory planning service.
- Ensuring compliance of building work with statutory Building Regulations and the Building Act (up to 1 July 2022).
- Enforcement of public health and consumer legislation plus responsibility for administering and enforcing licensing within the borough (up to 1 July 2022).

## Our Services

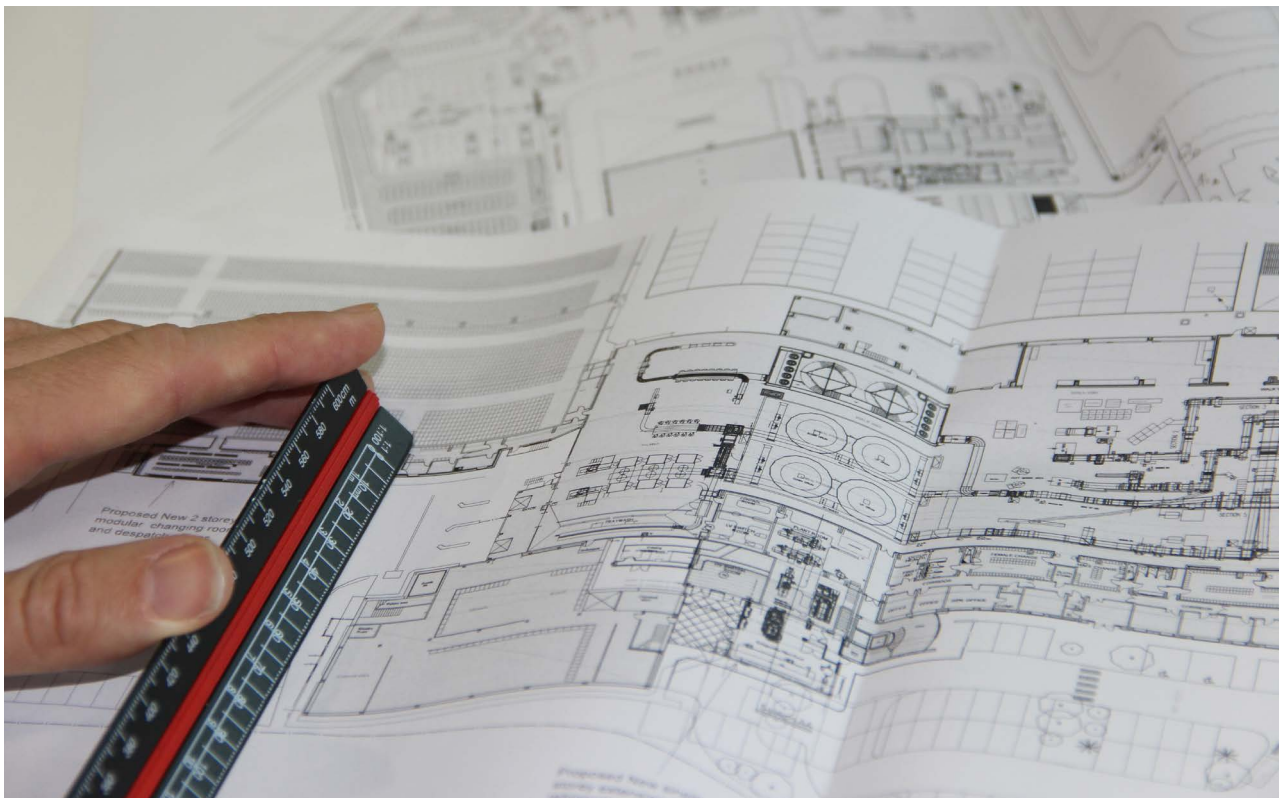
### Planning



**Jackie Palmer,  
Planning Manager**

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**Email:**  
jackie.palmer@capita.com

Delivery of the local authority's statutory planning service. This includes: responsibility to produce development plans; policy input into development management; built heritage, conservation and design; maintenance of the corporate land and property gazetteer and OS mapping service; processing of recommendations for applications; preparing and submitting the Authority's case in relation to planning appeals; and dealing with alleged breaches of planning control.



# 2021/22

## performance snapshot

### 100%

of major applications determined on time

### 100%

of minor applications determined on time

### 100%

of other planning applications  
determined on time

### 98%

of minor pre-application enquiries  
responded to on time

### 93%

of planning enforcement cases visited  
within 10 working days

### 100%

of problem premises received an  
intervention by Environmental Health

### 94%

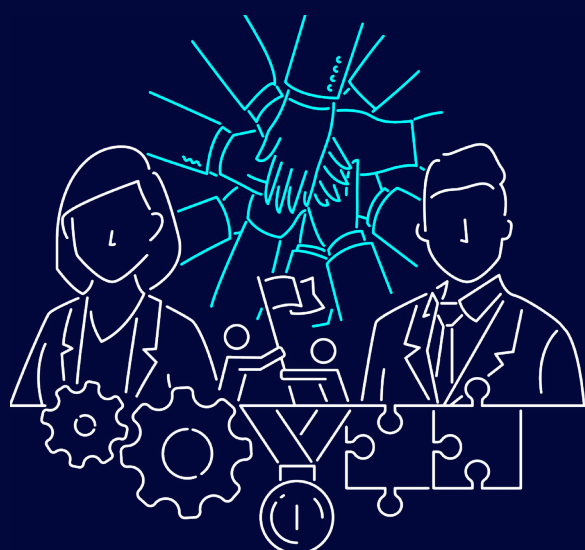
of food premises were broadly compliant

### 100%

of requested building control  
inspections carried out within target time

### 100%

of notified dangerous structures  
assessed within target time



## 2022/23

### service objectives

#### Review

current customer service satisfaction measures

#### Review

benchmarking recommendations and  
implement any that are appropriate

#### Develop, approve and implement

an enforcement procedure for unauthorised  
building work

#### Progress

the delivery of a range of policy documents  
which will support the monitoring of the  
Local Plan



## Key achievements in 2021/22

### Joint operation uncovers thousands of illegal cigarettes in North Tyneside

**Tens of thousands of pounds worth of illegal cigarettes and rolling tobacco were seized by North Tyneside Council's Trading Standards team and Northumbria Police in a joint operation.**

Based on intelligence received, six stores in North Tyneside were visited in February 2022. It formed part of Operation CeCe, a National Trading Standards initiative in partnership with HMRC to tackle the sale of illegal tobacco.

In total, 72,000 cigarettes and 380 50g rolling tobacco pouches were seized from four premises in the Howdon and Wallsend areas. The seized items, worth more than £45,000, were a mixture of either counterfeit products or had no duty paid.

YoYo, a Cocker Spaniel, and Cooper, a Red Labrador, were used in the initiative as they are specially trained to detect tobacco. Some items are often in hidden concealments, and during this operation cigarettes were hidden in a fridge freezer.

A subsequent follow-up visit to a Wallsend store led to a further illegal cigarettes, tobacco and



Illegal cigarettes were hidden in a fridge freezer

non-compliant e-cigarettes being seized. As a result, the landlord decided to terminate the lease of the tenant requiring them to leave the property.

Meanwhile the tenant of a Howdon store surrendered their lease after Trading Standards contacted their landlord.

### Ice rink fined over asbestos handling

**The owners of Whitley Bay Ice Rink were ordered to pay more than £25,000 after putting their staff and the public at risk of exposure to asbestos.**

Following an investigation by the Environmental Health Team, ice rink owners Durham Ice and Sports Stadium Limited admitted offences under section 2 and 3 of Health and Safety at Work Act 1974.

North Tyneside Magistrates heard how two employees carried out the unlicensed removal of asbestos at the ice rink on Hillheads Road during renovation work in February 2020.

The court was told the company was aware of the need for asbestos surveys prior to any renovation work as a contractor had previously requested an asbestos survey for another part of the building. However, no asbestos survey was carried out and employees received no asbestos training.

The asbestos was carried from the ice rink's plant



Top: The former plant room with asbestos debris on the pipes and floor. Bottom: Asbestos was left in an open skip.



room to an open skip in the rear yard outside via a corridor that leads to the spectator stands and ice rink.

## Backing for licensing policies

**A Cumulative Impact Assessment (CIA), which sets out the grounds for licensing restrictions in parts of the borough, was approved by the Licensing Committee.**

The CIA provides the evidential basis for restrictions in South Parade, Whitley Bay, and in an area around Front Street, Tynemouth. These restrictions mean that there is a presumption against granting a new licence or changing an existing one.

Additional work was undertaken to examine levels of disorder at the Fish Quay, North Shields, and Park View, Whitley Bay.

This will lead to a further review of the CIA to determine whether these areas should also be included.

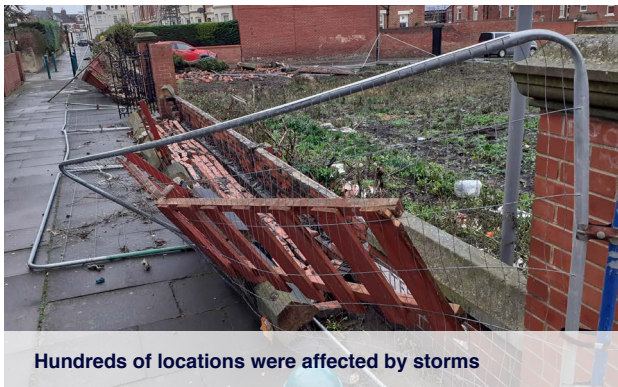
Meanwhile, an updated Gambling Licensing Policy was approved by Full Council. The policy sets out how the local authority will deal with permits for activities ranging from prize machines to club gambling.



Tynemouth Front Street

## Responding to storms

**Regulatory Services formed an important part of the Partnership's contribution to the council's response to the winter storms.**



Hundreds of locations were affected by storms

Building Control checked on potentially dangerous buildings and for structural damage, and, in the aftermath, Trading Standards provided advice for residents' on how to avoid falling victim to rogue traders.

The Highways team inspected almost 500 locations and more than 100 required action ranging from tree and debris removal to footpath reinstatements.

## Warning after underage vape sales

**Five North Tyneside premises received warnings from Trading Standards after selling vapes to an underage test purchase volunteer.**

The operation formed part of a national enforcement project with other local trading standard services supported by the Department of Health and Social Care.

It sought to assess compliance with the Nicotine Inhaling Products (Age of Sales and Proxy Purchasing) Regulations with particular focus on the supply of disposable vaping products. Regulation 3 prohibits the sale of nicotine inhaling products to someone under the age of 18.

Eight premises across the borough were visited by a 17-year-old test purchase volunteer. Five premises sold the volunteer a vape without asking for ID. These sales were dealt with by way of warning letter to the owners of the premises and advice how they could prevent any future sales.

Due to the high proportion of sales, all other premises that sell vapes were given written advice on the product requirements for vaping products and steps they should take to help prevent sales to minors

# Engineering & Highways



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## Our Services

- Responsibility for the management of the highway network to ensure the effective movement of traffic, cyclists and pedestrians on the council's highway network. This includes addressing traffic congestion problems, responding to incidents as well as co-ordinating activities, events and works to minimise disruption.
- Management of requests from utility companies and their contractors to excavate within the highway and footway. A programme of planned works and general inspections seeks to ensure compliance.
- Management of the council's on-street and off-street car parks plus the operation of a series of residents' parking schemes.
- Working with the council's Network Manager in the provision of advice to elected members and planning colleagues on the effect of new developments on the highway network. We also offer advice to developers to obtain satisfactory and compliant forms of development.
- Delivery of road safety education within schools, management of school crossing patrols and the design and implementation of road safety initiatives.
- Provision of school crossing patrol officers to help improve residents' safety on our highway network.
- Resurfacing works (surface dressing, micro asphalt and other treatments).
- Cleansing of gullies on a planned basis and responding to reports of blocked gullies.
- Reactive maintenance of roads and pavements.
- Maintenance of road markings and parking signs as well as some key assets including bridges, infrastructure and coastal structures.
- Management of surface water, which includes flood alleviation works, and the response to flooding incidents.
- Delivery of major civils projects across the borough.



## 2021/22

### performance snapshot

**99.87%**

(average) of routine safety inspections carried out on time

**100%**

of CAT1 defects sorted within 24 hours

**98.9%**

(average) of CAT2 defects sorted within 10 working days

**99.98%**

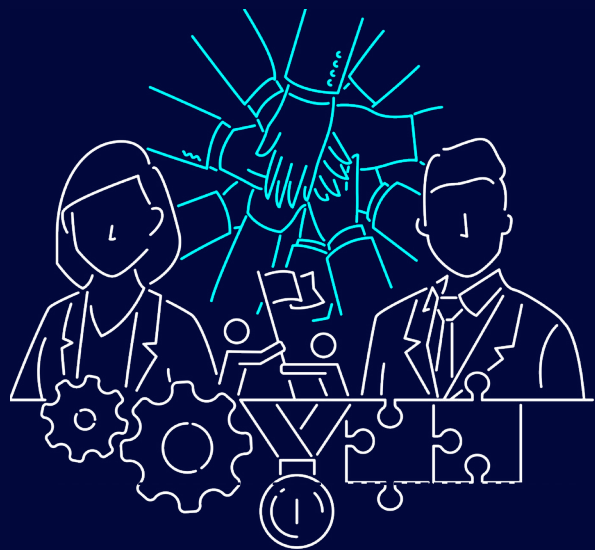
of Penalty Charge Notices (PCNs) issued correctly for parking offences

**90.55%**

(average) of reactive highway repairs that are up to standard

**100%**

of permit requests responded to within DFT target timeframe



## 2022/23

### service objectives

#### Support

an update of the Transport Strategy and a review of associated documents

#### Reduce

highway works' carbon emissions

#### Gain

customer feedback on highway maintenance works to help secure the maximum share of the Department for Transport's Incentive Fund

#### Consolidate

the legal speed limit orders and ensure associated signage and lining is appropriate

#### Consider

the implications of adopting moving traffic enforcement powers

#### Implement

a system of tracking and reporting the volume of engineering work to enable a reduction in fees charged to North Tyneside Council

## Key achievements in 2021/22 – Going green at Four Lane Ends

**A more eco-friendly method of road repair was trialled by the Highways team.**

The thermal road repair system was demonstrated by Roadsafes and used to repair a section of the highways on the A188 Benton Lane near Four Lane Ends.

The system works by reheating the existing highway surface and then binding it with new asphalt.

There is no need for any excavation, reducing the disposal of waste material, and there are fewer carbon emissions as the equipment is solar-powered.

It was agreed that the durability of the road repair would be monitored by the Highways team to assess its effectiveness when compared to traditional methods of repair.



A thermal road repair

## Not a bridge too far



Pier Road Bridge

**Work to strengthen Pier Road in Tynemouth was completed.**

The scheme involved reinforcing Pier Road Bridge, between the access to North Pier and Priors Haven car park.

The bridge was nearing the end of its lifespan and in a poor state of repair.

The Construction team worked closely with residents and other stakeholders during the project as there was a period where it was necessary to temporarily close Pier Road to vehicles.

The finished scheme has maintained pedestrian access under the road, while the bridge has been clad with decorative masonry to be sympathetic to its surroundings.



## Improving air quality near schools

**Drivers who park near schools are being encouraged to switch off their engines.**

The Go Smarter programme works with schools to promote sustainable and active travel.

The primary focus is to reduce motor traffic around schools to improve safety, congestion and air quality, but some driving inevitably continues.

The message for those who cannot switch to other modes of travel is to at least help reduce pollution by parking away from the gate and turning off their engine.

The Go Smarter team works with pupils in putting up anti-idling stickers on lamp posts next to where people might park outside schools.

In addition to this, the team deliver assemblies in schools on active travel, road safety and air pollution where the anti-idling message is also being shared.



## Permit parking improvements



**New technology enabled the Parking Control team to provide an improved service for permit holders**

The introduction of a new software system enabled the team to replace residents' permits with virtual permits – removing the need to display a paper permit/voucher in the vehicle.

For the first time, permits could also be paid for online using a debit or credit card.

And permit applications could also be submitted online using an e-form accessed from the council website.

The e-form includes the ability to attach photographs or electronic images of the supporting documentation required.

## Field's flooding fixed

**Work was carried out to tackle the frequent flooding of a playing field in Monkseaton during heavy rainfall.**

Investigations revealed that underground drain serving Langley Playing Field was in a poor condition and collapsed in places, which coincided with the flooded area on the field.

The Construction team renewed the whole of the drain up to the kerbline of Drumoyne Gardens and reinstated any connections to the drain.

Meanwhile, a ditch and bund were constructed to the rear of Otterburn Avenue, Wellfield, to direct water runoff from agricultural land away from the properties and into an existing watercourse.

Properties in Otterburn Avenue were among those that suffered internal flooding during 'Thunder Thursday' in 2012.



Langley Playing Fields

# Strategic Property & Building Surveying



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## Our Services

- Management of the council's property portfolio, including the purchase and sale of land and property, rent reviews and lease renewals.
- Management of the council's commercial and industrial estates.
- Non-core building surveying work, supporting the council with party wall matters, dilapidations, schedules of condition, building surveys, etc, for operational and leased-out buildings.





# 2021/22

## performance snapshot

### 100%

of asset valuations delivered on time

### 100%

of housing stock valuations delivered on time

### 100%

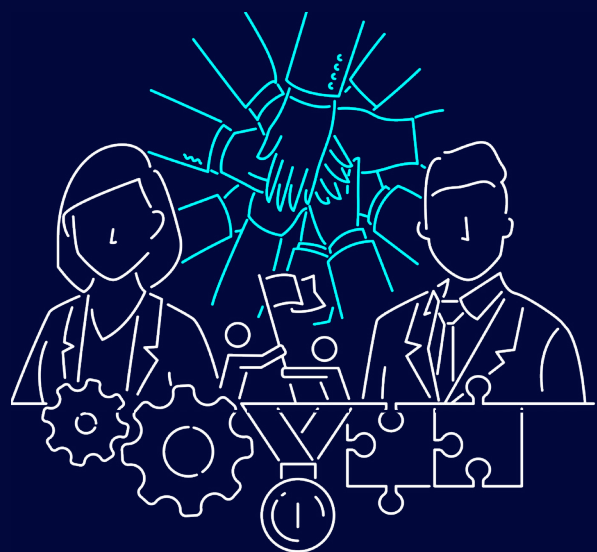
of lease renewals and rent reviews delivered on time

### 86.36%

of commercial properties let

### 100%

of debtors had appropriate actions taken against them



# 2022/23

## service objectives

### Support

the development and delivery of a robust Estate Strategy

## Key achievements in 2021/22 – Providing affordable housing



**North Tyneside Council is committed to creating 5,000 affordable homes in the borough – and the work of the Property team is contributing to the goal.**

Officers have been working up a full business case for the development of the Complete Growth site in Howdon, which would feature a mix of private and affordable homes.

The site of the former Wallsend Sports Centre was disposed of, enabling the submission of plans by Bellway Homes for more than 200 new homes, including 25 per cent affordable homes.

And land was bought by the council at Swindale Drive, Killingworth, for the development of affordable housing.

## Supporting North Shield's regeneration

**The Property team played an important role in supporting the regeneration of North Shields.**

In addition to the work outlined on p.8, land at Russell Street was sold to Wetherspoons to assist with the conversion of the adjacent former bingo hall into a pub.

Meanwhile, 97 Howard Street was let as a contemporary arts venue to become the new home for the Globe Gallery.

The team brought forward a proposal to dispose of 131 Bedford Street, securing its renovation to provide studios and creative spaces, a gallery and cafe.



And work got under way in preparation for inviting expressions of interest for the long-term lease of the Grade II-listed Saville Exchange.



## Bringing jobs to the borough



**New high-quality jobs could on their way to North Tyneside thanks to the work of the Property team.**

The former Four Lane Ends Social Club was sold to Fibrofind, a Newcastle-based biomedical science company.

Agreement was reached with Aldi to sell an area of land between Great Lime Road and the A1056 Sandy Lane, next to Weetslade roundabout.

And the team is working to identify a site at nearby Indigo Park for a new small business park.

## Controlling activities on council land

**Work began on a new policy which, if adopted, would restrict certain types of activities and events on its land.**

Approval was given by Cabinet to agree the principle of implementing the policy.

The policy aims to discourage activities which may be harmful to wildlife and the environment, cause a nuisance to residents and visitors or be considered anti-social.

It follows an increase in enquiries to use land owned, controlled or managed by the local authority as well as a rise in complaints about inappropriate activities in public open spaces.

These activities have included the use of drones at St Mary's Lighthouse Nature Reserve, which Natural England has classed as a Site of Special Scientific Interest (SSI).

The new policy would ban drones from Sites of



Special Scientific Interest unless authorised by Natural England and North Tyneside Council.

Other activities that the council is proposing are prohibited include balloon and sky lantern releases, which can be harmful to the environment and can also pose a fire risk.



