

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

**Date:** Wednesday 30 November 2022

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

---

<b>Authors:</b> Jonathan Ellis, Acting Partnership Director (Capita)	Tel: (0191) 643 6416
Colin MacDonald, Head of Technical & Regulatory Services	Tel: (0191) 643 6620
David Dunford, Senior Finance Business Partner	Tel: (0191) 643 7027

**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](#)