



Working in partnership with



Overview, Scrutiny & Policy Development Committee

16th January 2023

**Technical Services
Partnership – Capita Update**

Appendix 1 – Service Delivery
Performance Q1 & Q2 2022-23



Contents

2022/23 April – Sept

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

2022/23 April- Sept
Operational Highlights

101



2022/23 April - Sept
Partnership Value-add
activities

102

April - September 2022 – Community Highlights



The following was supported by Capita between April and September:

Capita continued supporting the Greggs Breakfast Club with Percy Main Primary School (£2150) benefitting over **60** local students.

Capita sponsored two awards at the North Tyneside Learning Trust STAR Awards (£1500)

Capita sponsored the Under 14's North Shields Junior Football Team (£478)

Sponsored (£2865) and provided a business mentor for Engineering Development Trust: Gold Project, working with A-Level students at George Stephenson High School

Norham High School won an industrial cadet award sponsored by Capita and working with a business mentor for the Engineering Development Trust: Bronze Project.

Sponsored the Engineering Development Trust Challenge Award Day (£950) with Year 3 Students at Percy Main Primary School

We have invested **£ 28,710** in formal learning and development and **4181** hours have been booked to formal training

We have recruited **2** Apprentices:

- Olivia Foster – Apprentice Building Surveyor
- Annabel Hodgson – Apprentice Town Planner

433 volunteering hours were donated to the local community

Easter Eggs were donated to Meadowell Connected Kids Club and every student at Norham High School and Percy Main Primary School (£594).

Donated £150 towards the Meadowell Connected Jubilee Hamper.

Nick Preston, Director of Highways North is now the Chair of Forward Assist Board of Trustees and Margie Burdis appointed as a Trustee Board member of NTLT.

Schedule 10 Commitments - April - September CPT 17

ASP Objective 22/23	Q1&2 achievements
<p>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</p>	<ul style="list-style-type: none"> ✓ Ongoing via investment schedule ✓ 34 x new starters ✓ 12 x new starters are from North Tyneside and 20 x from the wider North East Regions ✓ 3 x new starters from the Chirton/Riverside Wards ✓ 1 x new starter was unemployed ✓ 3 x new starters had finished education
<ul style="list-style-type: none"> • 1 x year out placement • 4 x work experience • 1 x graduate • 3 x apprentices and 2 x staff to be upskilled via apprenticeships • Sponsor EDT Gold Project 	<ul style="list-style-type: none"> ✓ 2 x Apprentices recruited between and 2 x staff started apprenticeship qualifications ✓ 1 x Year Out Placement recruited in Planning ✓ 2 x work experience placements completed with 5 x committed for February 2023 ✓ 5 x Graduates recruited ✓ Completed Engineering Development Trust Programme, providing virtual support to A-Level students of Churchill Community College
<p>Continue to work with North Tyneside Business Forum in support of local SME's</p>	<ul style="list-style-type: none"> ✓ Ongoing support made to sponsor the North Tyneside Business Awards in November ✓ Partnership Director continues to attend Business in the Community NE Advisory Board and in addition is now part of their Education & Skills subgroup ✓ Offered "Levy Gifting" via the Business Forum but no takers linked to our supply chain to date
<p>Form a Strategic Partnership with a North Tyneside Charity for Veterans, providing support through mentoring/advice, volunteering and financial support</p>	<ul style="list-style-type: none"> ✓ Nick Preston appointed to the Board of Trustees at Forward Assist ✓ David Daghish continues to represent Capita on the Armed Forces Forum ✓ Staff can now record their status on Workday as either a Veteran or a Reservist to reflect armed forces pedigree and help Capita recognise our community – 75 hours recorded in Q1 and Q2
<p>Charitable Support</p>	<ul style="list-style-type: none"> ✓ Donated 433 hours to the local community ✓ Donated £2150 to Percy Main Primary School for the Greggs Breakfast Club for Year 2 ✓ Easter eggs donated to every student at Norham High School and Percy Main Primary School ✓ Capita sponsored the Under 14's North Shields Junior Football Team

2022/23 April - Sept
People Update

03

April - September 2022 – People Highlights



The following was supported by Capita between April and September:

34 x New Starters and 17 x voluntary leavers

Recruited 2 x Apprentices

Recruited 1 x Year Out Placement

Recruited 5 x Graduates

John Cartin and Jeff Dong became Chartered Engineers with the Institution of Civil Engineers.

Alison Cook and Mathew Tait became Chartered Surveyors after passing their Assessment of Professional Competence (APC). Matthew Tait started as a Business Administrative Apprentice with Capita in 2013.

David Daghish successfully completed his Advanced Leadership and Management Course.

Ben Hedley was awarded a First-Class Degree in Construction Engineering Management by Northumbria University.

Kimberley Harwood reached the end of her 12-month placement with the Planning team from Newcastle University and is continuing in a part-time capacity while completing qualification

The following staff successfully completed apprenticeships:

- **Graeme Lockhart**
- **Victoria Ellis**
- **Ryan Garnett**

2022/23 April - Sept
Performance Update

| 04

Cross Cutting Action Plan Dashboard April - September 2022/23

No.	Description	Q1	Q2	Comments
CC 1	Financial targets and business cases reviewed and aligned with council policy direction	Amber	Amber	Reset agreement concluded and DoV drafted, Investment Schedule submitted to NTC and 21/22 outturn work concluded. Business Cases causing this to be amber. As at end Q2 (Sep 22) both ALES and Howdon Complete Growth Business Cases on hold which impacts financial benefits. Refreshed approach to be introduced from Q3.
CC 2	Enforcement Review – authority wide approach to enforcement	Green	Green	Public Protection transferred back to NTC in July. Capita Planning & Car Parking still have a role to play in enforcement and will input to the Council’s authority-wide approach to enforcement.
CC 3	Improving Customer Service	Green	Amber	Joint Working Group with the Customer First Team agreed a co-working model to improve customer service. Amber in Q2 until clarity is achieved on a Work Programme with specific actions.
CC 4	Benchmarking Action Plans (improvements arising from the year 8 benchmark)	Amber	Red	The Contract Exit Strategy is a five year activity and has commenced. Plan to implement a Programme Management Office (PMO) is behind schedule as dependent on firstly implementing improvements to the current reporting cycle (expected in Q3). Some improvements are IT related and will be led by the new Capita ICT Lead (expected in Q3) and overseen by OPB.
CC 5	Building Back Better – delivering social value	Amber	Amber	Not progressed in Q1 pending the handback of services to the Council. Targets to be reviewed and reset for Q3 onwards following that and the sale of Capita RE&I to WSP as there is a lower FTE count to deliver this target.
CC 6	Supporting Norham High School – Help the school fulfil its ethos and values	Green	Green	Good progress including the Young Enterprise Company Programme completed in July and we have supported both schools with end of year prizes for student key achievements. We meet quarterly with Norham and the next steps are a new Bronze Project, planning for apprenticeship week, challenge projects and work placements.
CC 7	Environmental Sustainability – carbon reduction	Amber	Amber	Good progress made with refreshed green travel to work plan and greater working from home where this is feasible. Amber as more detailed targets are needed in Service Action Plans in order to aggregate and report through this cross cutting one.
CC 8	Ambition for North Tyneside – wider support of the Council’s priorities	Amber	Amber	A review needs to be undertaken in Q3 to understand the package of support that the Council needs from Capita. Support to the NS Masterplan concluded in the autumn along with help with the Council’s Levelling Up Fund bids.

Cross Cutting PI Dashboard April - September 2022/23

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	Accuracy	Owner	April		May		June		July		August		September	
									Figure s	%	Figure s	%	Figure s	%	Figure s	%	Figure s	%	Figure s	%
CC 1.1	Time taken to respond to Member Enquiries	90%	90%		Mthly		Whole number	Partnership Director	233	95.10%	232	95.08%	186	100.00%	170	100.00%	224	98.68%	240	97.56%
									245	G	244	G	186	G	170	G	227	G	246	G
CC 1.2	Time taken to respond to FOI requests	90%	90%		Mthly		Whole number	Partnership Director	18	100.00%	12	100.00%	21	100.00%	13	100.00%	13	100.00%	8	100.00%
									18	G	12	G	21	G	13	G	13	G	8	G
CC 1.3	Time taken to respond to Stage 1 Corporate Complaints	90%	90%		Mthly		2 D.P.	Partnership Director	2	100.00%	2	100.00%	2	100.00%	4	100.00%	5	100.00%	2	66.67%
									2	G	2	G	2	G	4	G	5	G	3	R
CC 1.4	Land Charges – Time taken to respond to requests for information	90%	90%		Mthly		Whole number	Partnership Director	168	100.00%	118	99.16%	195	99.49%	62	100.00%	54	100.00%	68	100.00%
									168	G	119	G	196	G	62	G	54	G	68	G

CC1.3 (red) - one instance in Engineering. The deadline provided on the Lagan system is 15 working days. Staff responded within 15 working days, not the 10 required by the PI.

Property Action Plan Dashboard April - September 2022/23

ACTION PLANS									April		May		June		Q1		July		August		September		Q2	
KPI ref	Defintion	Expec ted	Min	Weigh ting	Freque ncy	Baseline d	Owner	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	
AP PROP 1	Estate Strategy, Workstreams and Benchmarking				Quarte rly		PM		G		G		G		G		G		G		G		G	
AP PROP 2	Property processes review				Quarte rly		PM	-	G	-	G	-	G	-	G	-	G	-	G	-	A	-	A	

AP PROP 2 (Amber) - Electronic DPR process, reporting & monitoring of key property dates (e.g. claw back, buy back and agreement for leases) and Community garden consultation processes being reviewed. Progressing well but Electronic DPR project awaiting IT start (hence amber). Relevant Councillors to be contacted about Community Garden enquiries process.

Property KPI Dashboard April - September 2022/23

Category 2 KPI's

KPI ref	Defintion	Expe cted	Min	Weig hting	Frequ ency	Baselin ed	Accuracy	Owne r	April		May		June		Q1		July		August		September		Q2	
									Figure s	%	Figure s	%	Figure s	%	Figure s	%	Figure s	%	Figure s	%	Figure s	%	Figure s	%
PROP 2.1	Asset Valuations delivered to timescale	100%	100%	40%	Annua l		2 D.P.	SJ	-															
PROP 2.2	Housing Stock Valuations delivered to timescale	100%	100%	40%	Annua l		2 D.P.	GL	-															
PROP 2.3	% of lease renewals and rent reviews dealt with on time	100%	95%	20%	Mthly		Whole number	VE	32	100%	29	100%	31	100%			31	100%	32	100%	31	100%		
									32	G	29	G	31	G			31	G	32	G	31	G		

Category 1 PI's

KPI ref	Defintion	Expe cted	Min	Weig hting	Frequ ency	Baselin ed	Accuracy	Owne r	April		May		June		Q1		July		August		September		Q2											
									Figure s	%	Figure s	%	Figure s	%	Figure s	%	Figure s	%	Figure s	%	Figure s	%	Figure s	%	Figure s	%								
PROP 1.1	% of lettings completed on time	80%	70%		Quart erly		1 D.P.	VE	-														2	100.0%	2	G	-				4	100.0%	4	G
PROP 1.2	Debt recovery actions	96%	91%		Mthly		Whole number	SM	29	100.0%	45	100.0%	24	100.0%			31	100.0%	42	100.0%	34	100.0%												
									29	G	45	G	24	G			31	G	42	G	34	G												
PROP 1.3	% of properties let from the Council's commercial portfolio	75%	70%		Mthly		2 D.P.	VE	205	88.74%	201	87.01%	208	86.67%			205	88.74%	205	88.74%	206	88.79%												
									231	G	231		240	G			231	G	231	G	232	G												
PROP 1.4	Strategic Property Customer Satisfaction	90%	80%		Quart erly		2 D.P.	VE	-														4	100.0%	4	G	-				0	#DIV/0!	0	#DIV/0!
PROP 1.5	Outstanding Rent Reviews & Lease Renewals	40	30		Mthly		Whole number	VE	0		14	35.00%	16	40.00%			30	75.00%	32	80.00%	32	80.00%												
									40		40		40				40		40		40													

Engineering Action Plan Dashboard April - September 2022/23

ACTION PLANS

KPI ref	Defintion	Freque ncy	Ow ner	April		May		June		Q1		July		August		September		Q2	
				Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%
AP ENG 1	Support, review and and update the Transport Strategy and associated supporting documents	Quarte rly	SL																
AP ENG 2	Reduce carbon Emissions to contribute to NT Net Zero objective for 2030	Quarte rly	NP																
AP ENG 3	Customer Engagement (Highways)	Quarte rly	NP/ DB																
AP ENG 4	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.	Quarte rly	NS																
AP ENG 5	Movement Restriction Enforcement	Quarte rly	GH																
AP ENG 6	Engineering Fees Review (Benchmarking Action)	Quarte rly	JT																

ENG 3 - The communications approach and survey questions was agreed by the Engineering client, however the Policy, Performance and Research team subsequently requested an alternative approach, which paused the project. It has since been agreed to hold a residents' Focus Group early in the new year, which will enable the action plan to get back on track.

ENG 4 - consolidation of TROs taking longer than originally anticipated due to number of locations to add manually to order. Licences for Adobe have been sought to aid with this.

Engineering KPI Dashboard April - September 2022/23

Category 2 KPI's

KPI ref	Defintion	Frequency	Owner	April		May		June		July		August		September	
				Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%
ENG 2.1	Roads and Pavements – Percentage of routine street care safety inspections carried out on time	Mthly	MF	419	100.00%	585	99.83%	378	99.74%	996	99.90%	663	99.70%	758	100.00%
				419	G	586	G	379	G	997	G	665	G	758	G
ENG 2.2	Roads and Pavements – Percentage of CAT 1 highway defects that were compliant within 24 hours	Mthly	MB	7	100.00%	4	100.00%	7	100.00%	6	100.00%	5	100.00%	8	100.00%
				7	G	4	G	7	G	6	G	5	G	8	G
ENG 2.3	Roads & Pavements – Percentage of Cat 2 Highways defects made compliant within 10 working days	Mthly	MB	245	98.79%	211	99.06%	180	96.26%	236	97.12%	179	99.44%	171	99.42%
				248	G	213	G	187	A	243	A	180	G	172	G
ENG 2.4	Parking - No. of PCNs correctly issued	Mthly	GH	25,551	99.97%	24572	99.96%	24418	99.95%	24,724	99.94%	25,482	99.95%	25,653	99.95%
				25,559	G	24581	G	24431	G	24,738	G	25,495	G	25,666	G
ENG 2.5	Roads and Pavements – Quality of maintenance repairs	Mthly	MB	22	75.86%	38	77.55%	26	83.87%	20	95.24%	33	97.06%	32	100.00%
				29	R	49	R	31	R	21	G	34	G	32	G

ENG 2.3 (amber in Jun & Jul) – June 7 failures out of 197 jobs, July 7 failures out of 243 jobs.

Safety Defects Manager on 3 weeks leave and Delivery Manager on extended sick leave. Staff cover arrangements not robustly recorded - Resilience / succession plan now in place.

ENG 2.5 (red in Q1) – Amendments to quality checklist not fully understood by operatives leading to poor quality of repairs. Refresher training and performance management was carried out and the introduction of a Clerk of Works to inspect quality of jobs completed resulted in improved performance as demonstrated by Q2 scores.

Engineering PI Dashboard April - September 2022/23

Category 1 PI's

KPI ref	Defintion	Frequency	Owner	April		May		June		July		August		September	
				Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%
ENG 1.1	Roads and Pavements – Time taken to respond to permit request	Mthly	RR	<u>795</u>	100.00%	<u>1168</u>	100.00%	<u>1040</u>	100.00%	<u>856</u>	100.00%	<u>1179</u>	100.00%	<u>1088</u>	100.00%
				795	G	1168	G	1040	G	856	G	1179	G	1088	G
ENG 1.2	Roads and Pavements – Permit scheme compliance of Capita workforce.	Mthly	MB	<u>202</u>	88.60%	<u>204</u>	91.89%	<u>219</u>	87.60%	<u>162</u>	94.19%	<u>212</u>	86.53%	<u>238</u>	92.97%
				228	A	222	G	250	A	172	G	245	A	256	G
ENG 1.3	Roads and Pavements – Percentage of pothole and footpath enquiries inspected within 3 working days	Mthly	MF	<u>82</u>	100.00%	<u>83</u>	94.32%	<u>89</u>	95.70%	<u>88</u>	100.00%	<u>89</u>	96.74%	<u>96</u>	100.00%
				82	G	88	G	93	G	88	G	92	G	96	G

ENG 1.2 (intermittently amber) – changes to Gov rules on closure of permits have increased no. of FPNs being issued. Manual closure of jobs longer than 2hrs after end of permit will now result in a failure (previously allowed up to 10am next day). Symology update and real-time mobile devices will greatly reduce FPNs. Scheduled for end of Q3.

Regulatory Services Action Plan Dashboard April - September 2022/23

ACTION PLANS

KPI ref	Defintion	Frequency	Owner	April		May		June		July		August		September	
				Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%
AP PLG 1	Planning policy documents and Local Plan	Quarterly	JP		G		G		G		G		G		G
AP REG 1	Customer Satisfaction (Planning, Building Control, Public Protection)	Quarterly	JL		G		G		G		G		G		G
AP REG 2	Service Improvement (Benchmarking recommendations) - Planning, Building Control, Public protection	Quarterly	JL		G		G		G		G		G		A
AP PP 1	Review of North Tyneside Council Licensing Policy (Sex Establishments)	Quarterly	JL		G		G		G						
AP PP 2	Cumulative Impact Assessment	Quarterly	JL		G		G		G						
AP PP 3	Review of Hackney Carriage and Private Hire Licensing Policy	Quarterly	JL	-	G	-	G	-	G	-					
AP PP 4	Review of Covid-19 response and establishment of future Outbreak Control Plan	Quarterly	JL		G		G		G						
AP PP5	Review of North Tyneside Council Street Trading Scheme	Quarterly	JL		G		G		G						
AP BC 1	Building Control Enforcement Procedure	Quarterly	AW		G		G		G						
AP BC 2	Retention of Building Control Quality Assurance status and update to ISO 9001:2015	Quarterly	AW		G		G		G						
AP BC 3	Building Safety	Quarterly	AW		G		G		G						

AP REG 2 (amber) – record form since submitted in Q3 to adjust this to green following clarification of improvement recommendations still relevant to take forward from the benchmarking findings.

Regulatory Services KPI Dashboard April - September 2022/23

Category 1 PI's

KPI ref	Defintion	Expected	Min	Weightin g	Frequenc y	Owner	April		May		June		July		August		September		
							Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	Figures	%	
PLG 1.1	Planning - % appeals contrary to officer decision	28%	32%		Mthly	Whole number	JP	<u>7</u> 17	41% R	<u>6</u> 16	38% R	<u>7</u> 16	44% R	<u>7</u> 13	54% R	<u>6</u> 12	50% R	<u>5</u> 11	45% R
PLG 1.2	Planning - % discharge of conditions determined on target	80%	74%		Mthly	Whole number	JP	<u>106</u> 111	95% G	<u>112</u> 118	95% G	<u>116</u> 122	95% G	<u>117</u> 123	95% G	<u>117</u> 122	96% G	<u>120</u> 125	96% G
PLG 1.3	Planning - % minor pre application enquiries responded to in time	91%	86%		Mthly	Whole number	JP	<u>160</u> 163	98% G	<u>152</u> 155	98% G	<u>156</u> 159	98% G	<u>153</u> 156	98% G	<u>160</u> 163	98% G	<u>155</u> 157	99% G
PLG 1.4	Planning - % stage 1 major pre-applications responded to in 5 weeks	80%	70%		Mthly	Whole number	JP	<u>18</u> 19	95% G	<u>20</u> 21	95% G	<u>19</u> 20	95% G	<u>19</u> 20	95% G	<u>17</u> 18	94% G	<u>12</u> 13	92% G
PLG 1.5	Planning - % Committee decisions made contrary to Officer advice	10%	15%		Mthly	Whole number	JP	<u>6</u> 62	10% G	<u>6</u> 61	10% G	<u>5</u> 62	8% G	<u>5</u> 61	8% G	<u>6</u> 66	9% G	<u>3</u> 60	5% G
PLG 1.6	Planning - % enforcement cases enforcement cases visited within target	80%	70%		Mthly	Whole number	JP	<u>437</u> 446	98% G	<u>424</u> 433	98% G	<u>404</u> 416	97% G	<u>408</u> 420	97% G	<u>364</u> 377	97% G	<u>376</u> 392	96% G
BC 1.1	Building Control - % of requests for site inspections responded to within target	98%	95%		Mthly	1 D.P.	AW	<u>297</u> 297	100% G	<u>330</u> 330	100% G	<u>270</u> 271	100% G	-	-	-	-	-	-
BC 1.2	Building Control - % of requests for dangerous structures assessment response to within target	100%	95%		Mthly	1 D.P.	AW	<u>6</u> 6	100% G	<u>8</u> 8	100% G	<u>2</u> 2	100% G	-	-	-	-	-	-
BC 1.3	Building Control - % market share against private sector competition	75%	70%		Mthly	1 D.P.	AW	<u>86</u> 128	67% R	<u>121</u> 147	82% G	<u>131</u> 165	79% G	-	-	-	-	-	-
REG 1.1	Regulatory Services - Customer Satisfaction Rating	80%	80%		Mthly	1 D.P.	all	<u>0</u> 0	#DIV/0! #DIV/0!	<u>0</u> 0	#DIV/0! #DIV/0!	<u>0</u> 0	#DIV/0! #DIV/0!	<u>0</u> 0	#DIV/0! #DIV/0!	<u>0</u> 0	#DIV/0! #DIV/0!	<u>0</u> 0	#DIV/0! #DIV/0!

PLG 1.1 (red) – low volume of appeals (currently 5 which have been allowed of 11 submitted in the last 12 months) resulting in continued fail. Appeal decisions are made by a third party so not in our control. We provide a good service to applicants working to negotiate revisions to proposals to get them policy compliant & acceptable.