

Meeting: Overview, Scrutiny & Policy Development Committee

Date: Monday 16 January 2023

Title: Technical Services Partnership – Capita Update

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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 Quarter 1 and Quarter 2 performance of the partnership for financial year 2022-23 and follows approval by the established partnership governance arrangements.

2. Recommendations

Committee is recommended to:

- a) Consider the service delivery performance for Quarters 1 and 2 of financial year 2022-23, presented in **Appendix 1**; and
- b) Consider the financial position as at the end of Quarter 2 of financial year 2022-23, presented in **Appendix 2**.

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 Quarter 1 and Quarter 2 performance for the partnership for the financial year 2022-23 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; and
- **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. There are also 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 2** to this report.

3.3 Forward Look

Work is now underway to develop the Annual Service Plan for 2023-24. This scheduled to be agreed via the partnership governance arrangements during March, in time for 1 April 2023.

This, along with the performance outturn for 2022-23 will be presented to Committee in the next municipal year in accordance with the workplan Committee sets out.

4. **Appendices**

Appendix 1 – Technical Services partnership service delivery performance Q1 & Q2, 2022-23

Appendix 2 – Technical Services partnership financial position as at the end of Q2, 2022-23

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](#)