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**CAPITA**

Commercial in confidence

Appendices 1 and 2



# Annual Service Plan 2018/19 out-turn; and Quarter 1 (2019/20) performance

## September 2019

OS&PD Committee 02 September 2019

Margie Burdis

## Plan for future scrutiny of Technical Partnership.

OS&PD on 18<sup>th</sup> July agreed the following future programme:

OSPD Meeting Date	Report
17 June 2019	No report
18 July 2019	<ul style="list-style-type: none"><li>• Presentation of Annual Service Plan 2019/20; and</li><li>• Outcome of Year 5 Benchmarking</li></ul>
<b>2 Sept 2019</b>	<ul style="list-style-type: none"><li>• <b>Presentation of Annual Service Plan 2018/19 out-turn; and</b></li><li>• <b>Quarter 1 (2019/20) performance</b></li></ul>
4 Nov 2019	<ul style="list-style-type: none"><li>• Consideration of Quarter 2 performance</li></ul>
13 Jan 2020	<ul style="list-style-type: none"><li>• Consideration of Quarter 3 performance</li></ul>
2 Mar 2020	<ul style="list-style-type: none"><li>• Consideration of preparations for Year 8 benchmarking</li></ul>

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## Content

### **1. Annual Service Plan 18/19 out turn – Appendix 1**

Summary of the financial outturn

### **2. Annual Service Plan 19/20 – Q1 Operational update – Appendix 2**

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  - b) Cat 1 and Cat 2 KPI's
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    - II. Engineering
    - III. Regulatory Services
  - c) Operational Achievements Summary
  - d) People update
  - e) CSR/Added Value Activities
  - f) Cross Cutting action plan in focus – Norham School
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North Tyneside Council

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Appendix 1



# Annual Service Plan 2018/19

## Financial Outturn position

Strategic Partnership Board July 2019

Margie Burdis

## 2018/19 Summary Outturn

2018/19	£
Core Fee	8,981,055
Business Case Target	(2,313,196)
Net Budget	6,667,859
Pressures Managed	
Managed Budget	402,195
Business Cases	522,278
Total	924,473
Year end variance reported	0

- We have closely monitored the budget performance of the Partnership and have now developed a strong governance rhythm following the Deed of Variation
- **Items causing in-year pressures managed were:**
  - Taxi Licencing
  - Property Business Cases
  - Engineer's Fees
  - Repairs & Maintenance
  - Security Costs at Sir G.B. Hunter
- **Investment Schedule Outturn** : against the annual target of £1.918m the outturn investment was £2.202m



North Tyneside Council

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Appendix 2



# Annual Service Plan 2019/20

## Q1 Operational Update

Strategic Partnership Board July 2019

Margie Burdis

## 2019/20 Forecast Year end Outturn at Q1

2019/20	£
Core Fee	9,171,667
Business Case Target	(2,864,566)
Net Budget	6,307,101
Pressures Managed	
Managed Budget	356,363
Business Cases	1,034,353
Total	1,390,715
Forecast year end variance	0

- We are jointly working hard, as you would expect, heading through into 2019/20 to manage budget pressures with oversight from our service leads and relevant Cabinet Members.
- Items subject to close review in Q1 2019/20 are:
  - ❑ Taxi Licencing
  - ❑ Property Business Cases
- A new sub group of the Commercial and Finance group has been established to focus on the Property pressures arising in 2019/20.
- Partnership remains confident that they can deliver a break-even position at the year end
- Investment activity is progressing well and is also forecast to be on track for the year end at £2.050m

Month referred to Jul-19  
 Sheet completed on 07/08/2019  
 Sheet completed by BJD/MB/WS

## Property – Q1, 2019/20

### Category 2 KPI's

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	Accuracy	Owner
PROP 2.1	Asset Valuations delivered to timescale	100%	100%	20%	Annual		2 D.P.	MB
PROP 2.2	Housing Stock Valuations delivered to timescale	100%	100%	20%	Annual		2 D.P.	MB
PROP 2.3	Asset Management – Asbestos	100%	95%	20%	Mthly		Whole number	WS
PROP 2.4	Asset Management – Legionella	100%	95%	20%	Mthly		Whole number	WS
PROP 2.5	Asset Management – Fire Risk Assessment (FRA)	100%	95%	20%	Mthly		Whole number	WS

### Category 1 PI's

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	Accuracy	Owner
PROP 1.1	% of lease renewals and rent reviews dealt with on time	100%	95%		Mthly		1 D.P.	MB
PROP 1.2	Debt recovery actions	TBC	TBC		Mthly	To be baselined	Whole number	MB
PROP 1.3	% of properties let from the Council's commercial portfolio	75%	70%		Mthly		2 D.P.	MB
PROP 1.4	Strategic Property Customer Satisfaction	90%	80%		Quarterly		2 D.P.	MB
PROP 1.5	R&M cost recharges and legionella recharges	100%	90%		Mthly		2 D.P.	WS
PROP 1.6	Notification of Change	100%	90%		Mthly		Whole number	WS
PROP 1.7	Asset Management Customer Satisfaction	90%	80%		Bi-annual		1 D.P.	WS

VERSION	DATE	COMMENT
Version 1	30/04/2019	For review by services

April		May		June	
Figures	%	Figures	%	Figures	%
-					
-					
<u>10</u>	100%	<u>9</u>	100%	<u>7</u>	100%
10	G	9	G	7	G
<u>133</u>	100%	<u>155</u>	100%	<u>140</u>	100%
133	G	155	G	140	G
<u>5</u>	100%	<u>18</u>	100%	<u>8</u>	100%
5	G	18	G	8	G

April		May		June	
Figures	%	Figures	%	Figures	%
<u>40</u>	100.0%	<u>39</u>	100.0%	<u>40</u>	100.0%
40	G	39	G	40	G
<u>39</u>	95%	<u>23</u>	8%	<u>46</u>	94%
41		283		49	
<u>223</u>	82.59%	<u>224</u>	82.35%	<u>223</u>	82.29%
270	G	272	G	271	G
-					
<u>0</u>	0.00%	<u>0</u>	0.00%	<u>0</u>	0.00%
1	R	1	R	1	R
<u>10</u>	100%	<u>9</u>	100%	<u>25</u>	100%
10	G	9	G	25	G
-					



Month referred to	Jul-19
Sheet completed on	02/08/2019
Sheet completed by	Jade Elizabeth Bruce

## Engineering – Q1, 2019/20

VERSION	DATE	COMMENT
Version 1	30/04/2019	For review by services

### Category 2 KPI's

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	Accuracy	Owner
ENG 2.1	Roads and Pavements – Percentage of routine street care safety inspections carried out on time	95%	90%	25%	Mthly		2 D.P.	MF
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.	MB
ENG 2.3	Roads & Pavements – Percentage of Cat 2 Highways defects made compliant within 10 working days	98%	96%	25%	Mthly		2 D.P.	MB
ENG 2.4	Parking - No. of PCNs correctly issued	99%	95%	5%	Mthly		2 D.P.	GH
ENG 2.5	Roads and Pavements – Quality of maintenance repairs	93%	90%	20%	Mthly		2 D.P.	MB

April		May		June	
Figures	%	Figures	%	Figures	%
<u>985</u>	100.00%	<u>695</u>	100.00%	<u>423</u>	99.76%
985	G	695	G	424	G
<u>12</u>	100.00%	<u>9</u>	100.00%	<u>11</u>	100.00%
12	G	9	G	11	G
<u>231</u>	98.30%	<u>337</u>	99.70%	<u>255</u>	98.84%
235	G	338	G	258	G
<u>24848</u>	99.88%	<u>244406</u>	99.99%	<u>24349</u>	99.88%
24878	G	244435	G	24379	G
<u>51</u>	96.23%	<u>70</u>	98.59%	<u>55</u>	98.21%
53	G	71	G	56	G

### Category 1 PI's

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	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.	90%	85%		Mthly		2 D.P.	MB
ENG 1.3	Casualty reduction	See PI	N/A		Annual		Whole number	NS
ENG 1.4	Roads and Pavements – Percentage of pothole and footpath enquiries insected within 3 working days	80%	75%		Mthly		2 D.P.	AM
ENG 1.5	Increasing use of Sustainable Transport on Go Smarter Scheme for schools	See PI	N/A		Annual		1 D.P.	AH

April		May		June	
Figures	%	Figures	%	Figures	%
<u>914</u>	100.00%	<u>854</u>	100.00%	<u>778</u>	100.00%
914	G	854	G	778	G
<u>238</u>	90.49%	<u>204</u>	85.36%	<u>198</u>	90.00%
263	G	239	A	220	G
<u>168</u>	86.60%	<u>105</u>	100.00%	<u>156</u>	84.78%
194	G	105	G	184	G

Month referred to Jul-19  
 Sheet completed on 07/08/2019  
 Sheet completed by JP; JL; CG

## Reg Services – Q1, 2019/20

### Category 2 KPI's

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	Accuracy	Owner
PLG 2.1	Planning - % major applications determined on time	95%	90%	25%	Quarterly		Whole number	JP
PLG 2.2	Planning - % minor applications determined on time	96%	90%	25%	Quarterly		Whole number	JP
PLG 2.3	Planning - % other applications determined on time	96%	92%	25%	Quarterly		Whole number	JP
PP 2.1	Public Protection -Persistent Environmental Health complaints in relation to domestic or business premises	100%	95%	15%	Mthly		Whole number	JL
PP 2.2	Public Protection -Broadly Compliant Food Establishments	90%	86%	10%	Annual		2 D.P.	JL

### Category 1 PI's

KPI ref	Defintion	Expected	Min	Weighting	Frequency	Baselined	Accuracy	Owner
PLG 1.1	Planning - % appeals contrary to officer decision	28%	32%		Mthly		Whole number	JP
PLG 1.2	Planning - % discharge of conditions determined on target	78%	72%		Mthly		Whole number	JP
PLG 1.3	Planning - % minor pre application enquiries responded to in time	90%	85%		Mthly		Whole number	JP
PLG 1.4	Planning - % stage 1 major pre-applications responded to in 5 weeks	80%	70%		Mthly		Whole number	JP
PLG 1.5	Planning - % Committee decisions made contrary to Officer advice	10%	15%		Mthly		Whole number	JP
PLG 1.6	Planning - % enforcement cases closed within target	80%	70%		Mthly		Whole number	JP
PP 1.1	Public Protection - Considering of safeguarding issues in relation to taxi complaints or applications	TBC	TBC		Mthly	To be benchmarked	Whole number	JL
BC 1.1	Building Control - % of requests for site inspections responded to within target	98%	95%		Mthly		1 D.P.	CG
BC 1.2	Building Control - % of requests for dangerous structures assessment response to within target	100%	95%		Mthly		1 D.P.	CG
BC 1.3	Building Control - % of Quality Assurance internal audits without a non-conformity	90%	80%		Mthly		1 D.P.	CG
REG 1.1	Regulatory Services - Customer Satisfaction Rating	TBC	TBC		Mthly	To be benchmarked	1 D.P.	all

VERSION	DATE	COMMENT
Version 1	30/04/2019	For review by services
Version 2	07/05/2019	JP updated cell I36 (JL owner) & cell I 44 (all owners)

April		May		June	
Figures	%	Figures	%	Figures	%
<u>33</u>	<b>97%</b>	<u>31</u>	<b>97%</b>	<u>29</u>	<b>94%</b>
34	↑	32	↑	31	↔
<u>150</u>	<b>100%</b>	<u>161</u>	<b>100%</b>	<u>157</u>	<b>99%</b>
150	↑	161	↑	158	↑
<u>691</u>	<b>99%</b>	<u>686</u>	<b>99%</b>	<u>688</u>	<b>99%</b>
696	↑	691	↑	693	↑
<u>2</u>	<b>100%</b>	<u>3</u>	<b>100%</b>	<u>0</u>	<b>#DIV/0!</b>
2	G	3	G	0	<b>#DIV/0!</b>
<u>1295</u>	<b>94.25%</b>	<u>1305</u>	<b>94.63%</b>	<u>1309</u>	<b>94.58%</b>
1374	↑	1379	↑	1384	↑

April		May		June	
Figures	%	Figures	%	Figures	%
<u>5</u>	<b>38%</b>	<u>4</u>	<b>29%</b>	<u>4</u>	<b>22%</b>
13	R	14	A	18	G
<u>103</u>	<b>84%</b>	<u>97</u>	<b>83%</b>	<u>102</u>	<b>85%</b>
123	G	117	G	120	G
<u>148</u>	<b>96%</b>	<u>152</u>	<b>96%</b>	<u>158</u>	<b>96%</b>
154	G	158	G	164	G
<u>8</u>	<b>100%</b>	<u>10</u>	<b>100%</b>	<u>9</u>	<b>100%</b>
8	G	10	G	9	G
<u>13</u>	<b>17%</b>	<u>12</u>	<b>16%</b>	<u>12</u>	<b>17%</b>
76	R	73	R	71	R
<u>355</u>	<b>84%</b>	<u>343</u>	<b>83%</b>	<u>332</u>	<b>82%</b>
423	G	414	G	405	G
<u>0</u>	<b>#DIV/0!</b>	<u>0</u>	<b>#DIV/0!</b>	<u>0</u>	<b>#DIV/0!</b>
0		0		0	
<u>425</u>	<b>100.0%</b>	<u>362</u>	<b>100.0%</b>	<u>350</u>	<b>100.0%</b>
425	G	362	G	350	G
<u>2</u>	<b>100.0%</b>	<u>4</u>	<b>100.0%</b>	<u>2</u>	<b>100.0%</b>
2	G	4	G	2	G
<u>1</u>	<b>100.0%</b>	<u>1</u>	<b>100.0%</b>	<u>1</u>	<b>100.0%</b>
1	G	1	G	1	G
<u>815</u>	<b>93%</b>	<u>1580</u>	<b>90%</b>	<u>2050</u>	<b>90%</b>
880		1750		2280	

## Operational Achievements – Q1, 2019/20

- ❑ Work to complete Coast Road Cycle Scheme almost complete after access granted to Silverlink junction area by Highways England.
- ❑ Spanish City Dome won Best Change of Use of an Existing Building or Conversion category in the LABC (Local Authority Building Control) Northern Region Building Excellence Awards.



- ❑ Offers invited for unused cemetery buildings at Church Bank in Wallsend following a strategic review of the portfolio by Property team.
-

## Operational Achievements – Q1, 2019/20



- ❑ Completion of public realm improvements in Forest Hall shopping area.
- ❑ Joint police and trading standards test purchase operation into underage knife sales. Ten out of 11 stores refused the sale.

- ❑ Footpath improvements around Northumberland Square were completed



– Q1, 2019/20 People Update

Measure	ASP Objectives 19/20	Progress
Years 0-5: 100 New Jobs Recruited into the partnership	Target met	
Year 8 - new jobs in year	5 overall, indicative split;	Recruited 13 x new staff: 7 x Replacements 2 x Maternity Cover 4 x Growth
	1 new Apprenticeship  1 new Graduate	The figures above include: 1 x Graduate (2 x Apprentices to start in September – 1 x had a formal offer)
Year 6-10 new jobs over Partnership	50 new posts in the Partnership ◦Yr 6 - 25 (14 new, 9 App, 2 Grad) ◦Yr 7 - 10 (6 new, 4 App, 19 Levy App)	

## People Development

- ❑ 6 x staff successfully completed apprenticeships: currently have 24 x staff working towards apprenticeship qualifications
  - ❑ 3 x staff successfully completed academic qualifications including Peter Slegg from Planning has successfully completed his FdSc Arboriculture and Tree Management with Myerscough College.
  - ❑ 2 x staff successfully completed their PRINCE 2 Qualifications
  - ❑ 4 x staff have been promoted
  - ❑ Phil Knowles becoming a Fellow of the Royal Institute of Chartered Surveyors (RICS)
  - ❑ Derek Mitchell becoming Chartered with the Institute of Building (CIOB) and is now Chartered Construction Manager
  - ❑ Gary Walker becoming an Incorporated Engineer (IEng) with the ICE
-

## CSR/Added Value Activities, Q1, 2019/20 (CPT 17)

- ❑ Forward Assist voted by the staff as Charitable Partnership of the Year
  - ❑ 90 Easter Eggs donated to Meadowell Connected
  - ❑ Sponsored: Engineering Education Scheme: People's Choice Award, North Tyneside Learning Trust Awards x 2, Northumbria University prize for the Best Student in Design.
  - ❑ Margie Burdis, Partnership Director invited to be on the Business in the Community Advisory Board and 2 x Senior Managers have become School Governors at Percy Main Primary School and Stephenson Memorial Primary School
  - ❑ Jen Chamley, People Development and Community Engagement Manager invited to be on the Talent Match Board, funded by the WISE Group (supporting programmes for long term youth unemployment)
  - ❑ Delivered food hygiene sessions to Year 10 students at Churchill Community College
-

## Cross Cutting action plan in focus – 5 support to Norham School

<b>AP Cross Cutting No.6</b>				
<b>Priority</b>	<b>Supporting Norham School</b>			
<b>ONT Priority:</b>	• <i>Cross Cutting – People, Places and Economy</i>	<b>ONT Outcome:</b>	• <i>Cross Cutting – People, Places and Economy</i>	
<b>Start Date</b>	<i>April 2018</i>	<b>Completion Date</b>	<i>ongoing</i>	<b>Lead Service Area/Officer:</b> <i>Jennifer Chamley - People Dev &amp; Community Engagement Manager</i>
<b>What is the priority designed to accomplish?</b>				
Be ready for work and life – with the skills and abilities to achieve their full potential, economic independence and meet the needs of local businesses.				
To continue to support Norham High School to contribute to the schools Ethos and Values that of the pupils from all backgrounds and of all abilities should have access to:				
<ul style="list-style-type: none"> <li>•High quality teaching to enable pupils to achieve their potential</li> <li>•Excellent pastoral care and support for all pupils</li> <li>•An exciting curriculum that supports pupils in raising their aspirations and achieving success</li> <li>•A wide range of extra-curricular activities that will engage, motivate and excite pupils</li> <li>•Strong partnerships with other schools, business and industry, post 16 providers and the local community</li> </ul>				
<b>Key Performance Indicators linked to this priority</b>				
<i>None</i>				

<b>Quarterly Profile of Planned Actions</b>		<b>On track? Yes/No</b>	<b>Progress</b>
<b>Quarter 1 April - June</b>	Agree a Norham High School Action Plan with the Chair of Governors and Career Lead by Year Group	Yes	Met with Norham High School to discuss the lack of engagement in 2019, this is due to their OFSTED inspection and change in senior leadership team. Norham High School want to continue working with Capita and a meeting has been agreed for September facilitated by the LEP to action plan. The agreed short term plan has been actioned which included: Go 4 Set (6 x week STEM Programme), Young Enterprise Scheme: Pathways to Success: 4 x Volunteers delivered 4 x 50 minute sessions to give some guidance on employability skills and a fun game focussed around career paths called 'Pathway to success'. Capita also donated vouchers for end of year prizes. <b>Total hours donated in Quarter 1 = 33 hours</b>
	Percy Main Primary School Action Plan with the Chair of Governors and Career Lead (feeder school to Norham High School)	Yes	Short term action plan agreed which included: £6000 donation to the Early Years Play Area and equipment, agree a format and timescales for Book Buddy Programme and work together to develop the STEM Box Programme, ready for a pilot launch in July. The STEM Box cost Capita over £2,500 to develop and buy the equipment. Plan to meet in September to agree a 2020 plan which includes supporting the curriculum with STEM practicals.
	Have in place 1 x Governor on the Norham Board of Governors and 1 x Governor on the Percy Main Board of Governors	Yes	David Wall, Engineering Associate was successfully appointed onto the Governing Board of Percy Main in June 2019. Margie Burdis, Partnership Director has applied to be on the Norham High School Governing Board with her first meeting scheduled to be September 2019. In addition, Brett Devenish, Head of Property was successfully appointed as a Governor at Stephenson Memorial Primary School, Wallsend.



# Cross Cutting action plan in focus – 5 support to Norham School

A case study has been included within the presentation highlighting the activities in relation to this action plan.

## CAPITA

Students at Norham High School in North Shields have been helped to choose the right path to their future careers.

Three staff volunteers from Capita, took part in Young Enterprise's 'Path 2 Success' event at the school.

The aim was to help the students understand the possible routes to jobs and careers that they will find interesting and rewarding.

Forty-eight Year 10 pupils took part in the interactive session, which included a quiz, board game and job hunt. Capita staff worked with the pupils throughout the sessions and shared their own career journeys.

Capita has a corporate charity partnership with Young Enterprise, which aims to empower young people to discover, develop and celebrate their skills and potential.

Ruth Watson, North East Area Manager for Young Enterprise, said: "We were incredibly lucky to have some fantastic volunteers from Capita to support the event.

"The students really enjoyed hearing about their different paths to success and how they come to their roles in Capita, as they thought about their own."

Michelle McBeth, a Trainee Quantity Surveyor within Capita's Construction team, was one of those who volunteered for the event.

She said: "It was a pleasure to spend some time with the students at Norham High School, looking at the types of jobs that may be suited to them and the available pathways. I hope it has given them food for thought about their future careers and how they get there."



16 x hours donated in June  
= £400 in staff time

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## **ASP 18/19 outturn and 19/20 – Progress Update**

The OS&PD is asked to:

- Consider the outturn of the Annual Service Plan 18/19
  - Consider the progress on the Annual Service Plan in Q1 19/20
-