

Meeting: Overview and Scrutiny Coordination and Finance Committee

Date: Tuesday 12 September 2023

Title: Technical Services Partnership – Capita service delivery performance update

Authors: Jonathan Ellis, Acting Partnership Director (Capita) Tel: (0191) 643 8091

Colin MacDonald,
Head of Technical & Regulatory Services Tel: (0191) 643 6620

Service: Commissioning and Asset Management

Wards affected: All

1. Purpose of Report

As part of its work programme Overview and Scrutiny Coordination and Finance 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 (Highways & Engineering, Planning and Strategic Property).

The purpose of this report is to present the 2022/23 full year outturn performance for these services and follows approval by the established partnership governance arrangements. A presentation summarising the key areas of focus for the Committee will be given by officers at the meeting.

2. Recommendations

Committee is recommended to consider the service delivery performance for the full year outturn of financial year 2022-23, presented in the **Appendix**.

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 the 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 full year outturn service delivery 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.
- **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 is also a partnership-wide ('cross-cutting') Action Plan aimed at assisting the Authority to deliver the objectives of the Our North Tyneside Plan.

Service delivery performance is attached in the **Appendix** to this report.

3.3 Forward Look

Committee will receive the next bi-annual report reflecting performance for quarters 1 and 2 of 2023/24 during the early part of 2024, following oversight from the SPB.

Prior to that, members of the Committee will be offered the opportunity to attend a briefing session providing an overview of the Technical Services Partnership and its governance.

4. **Appendices**

Appendix – Technical Services partnership service delivery performance for the full year outturn of financial year 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](#)